



Accor North America:

Comprehensive solution helps hotel group clear final hurdle to PCI compliance

CUSTOMER OVERVIEW:

Accor North America operates more than 900 upscale and economy properties including nationwide economy leaders Studio 6 and Motel 6 and the upscale Sofitel and mid-scale Novotel and Ibis hotel locations in the U.S., Canada and Mexico.

BUSINESS CHALLENGE:

Accor North America needed to increase overall visibility into their network assets in order to automate audit preparation and ultimately achieve PCI compliance.

SOLUTION:

After 7 months of testing and evaluating several vendors, Accor chose Shavlik's NetChk Compliance to improve their security and compliance readiness.

BENEFITS:

- Centralized management frees up IT staff
- Directly maps system configurations to PCI requirements
- Easy and fast to implement and administer
- Auto remediation
- Achieved 100% PCI compliance

Adrian Butler, Vice President, Information Technology for Accor North America:

Starting in early 2007, Accor North America launched a major PCI Compliance and Vulnerability Management Initiative. At the beginning, Butler admits, we didn't know what we didn't know, but as our security model matured we came to embrace a more "risk-reward" perspective. We had implemented all of the necessary perimeter and monitoring technology we needed, but still didn't know enough about all of our IT assets on the network in order to fully prepare for upcoming audits. So we conducted seven months of testing and evaluating multiple vendors to determine which solutions could increase our overall visibility and help us clear that final hurdle to achieving PCI compliance. We started with 12 vendors, including Shavlik, as we have been using them for patch management for several years and they are a key part of our overall vulnerability management program. Accor narrowed the selection to five before choosing Shavlik NetChk Compliance to improve our security and compliance readiness.

Shavlik's solution was extremely fast to implement and easy to administer, we were doing full scans of our IT environment within one week of installation... and more importantly, Shavlik Technologies delivered a solution with the capability to automatically map our system configurations directly to PCI compliance requirements. Another big selling point is that NetChk Compliance can both scan AND remediate, as a lot of other solutions require manual remediation of each node. We simply don't have the resources to devote to this extra effort. The simplicity and automation of Shavlik has allowed us to assign the management of NetChk Compliance to the same full-time employee who also manages our patch and threat management efforts – a significant savings as most of the other solutions we evaluated would have required an additional full-time resource just to manage their single solution.

Our PCI initiative was accomplished in December 2008 and we are now 100% PCI compliant. The results have been a measurable ROI and auditors acknowledging significant improvement in a short amount of time. We now have the visibility and the confidence that the auditor will simply tell us what we already know.