Reliable Networks

v1.3

Industry Guide

3 Hospitality IT Considerations

INCLUDES CHECKLIST

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Introduction

In recent years, hospitality ranks 3rd behind finance and retail as the industry most targeted by cybercriminals. In 1 year alone, almost 514 million hotel data records were stolen or lost worldwide. The trend continued throughout 2020, with both Mariott and Prestige Software's Cloud Hospitality platform both suffering massive breaches.

We have compiled 3 common things hospitality businesses and private members clubs overlook when it comes to using technology. Cyber security is important to protect your data. You can also improve staff productivity by using the right tools. Finally, using the right technology can help reduce costs.

Cyber security should be a top priority for any business, but it's especially important in the hospitality industry. Data breaches can be costly, and they can damage your reputation. Make sure you have a plan in place to protect company and customer data.

Improving staff productivity is another important consideration. The right tools can help employees work more efficiently and improve communication. Make sure you choose tools that will work well for your business and your employees.

Cost is always a concern for businesses, and the right technology can help you save money in a number of ways such as, energy and insurance costs. Make sure that you compare different options and choose the one's that are right for your business. Cyber security, staff productivity, and cost savings are all important considerations and we recommend keeping these things in mind when choosing technology for your business.

70% of hotel guests believe that hotels don't invest enough in cybersecurity protection.
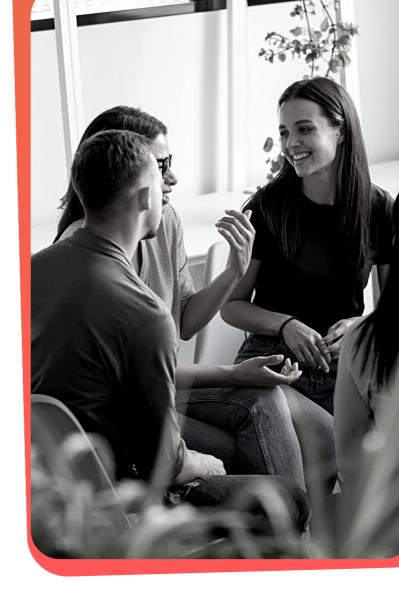
Source: hotelmanagement.net

Our Story

We are Reliable Networks, and we've spent more than 16 years working with top private members clubs and established hospitality brands. We have put this quick guide together as a way of helping you identify 3 key areas that we see companies in this industry challenged with. In many cases the biggest challenge for these clients was not actually being able to recognise the challenge itself.

Founded in 2004 by our Managing Director Paul Fisher, Reliable Networks was launched with a simple goal: to empower businesses to work more efficiently using the best technologies without worrying about maintenance, security, backups, or anything else.

And we're proud to be succeeding. With a deep understanding of the needs of today's businesses, and a thorough knowledge of the latest security and IT regulations, we're doing what others have failed to do.

We're enabling growing organisations to benefit from secure technology while focusing on their core business. By delivering realistic, tailored, scalable solutions, we've built up a strong network of happy clients.

We're thrilled to be the preferred IT partner for some of the country's most exciting businesses, and we look forward to seeing how we can help you.

In this guide we aim to highlight three key areas where we see IT as a key enabler for organisations who want to better protect their corporate and customer data, improve their efficiency and staff productivity and ensure their making full use of their IT investments,.

> **"**
>
> Reliable Networks really live up to their name. It does not matter if it is just a small fix job or a major project effecting our whole business, they have always delivered.
>
> **Travellers Club**
> General Manager

Cyber Security

There are many cyber threats that target your business, so to protect your business, you should have strong cyber security measures in place. The basics such as, Anti-virus and malware tools, regular updates, a secure internet connection and password protection are a must. You should also educate your staff about cyber security threats and how to protect your business. With the increase in phishing, spear-phishing and ransomware attacks, all staff need to be extra vigilant.

Many hospitality businesses are already using Microsoft 365 which has a vast array of services that can be configured to protect your business from accidental data leaks and malicious attacks. To protect business and client data and ultimately your reputation we recommend that these capabilities are configured correctly, as they are not set by default. With Microsoft's recent security enhancements it is imperative that you take advantage of the advanced threat protection that Microsoft 365 now offers.
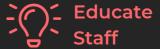
Secure Your Business

- Implement security fundamentals
- Monitor for threats to your network
- Create an incident response plan

Mitigate Risk

- Assess all areas of potential risk
- Mitigate exposure with remediation
- Regularly review your security posture

Educate Staff

- Establish a culture of security
- Teach staff to spot malicious emails
- Security training should be ongoing

Spam makes up 53% of all email traffic.

Source: entrepreneur.com/article/335272

Top Tip

Assess your supply chain for both exposure to cyber risk and business continuity, this will mitigate risk and potential unforeseen downtime

Almost
514
Million

Hotel data records were stolen or lost worldwide in one year alone

Source: cybersmart.co.uk

Staff Productivity

There are a few things hospitality businesses can do to improve staff productivity and collaboration. One way is to use Microsoft Teams to help with communication. You can also train your staff on how to use the technology properly, and get help from IT specialists if needed. This can all help your business run more smoothly and effectively.

Microsoft Teams is a great way to improve communication and collaboration in hospitality businesses. It allows staff to easily communicate with each other, share files, and collaborate on specific projects with co-workers.

Microsoft Power Apps (Formerly Flow) can be used to create custom business applications. This can help hospitality businesses automate certain processes, which can improve staff productivity. For example, Power Apps could be used to create a custom application that orders supplies from a specific supplier or streamline internal approval processes.

Often many back office or admin hires are made due to inefficient business process or because existing teams are using the rights tools to achieve optimal productivity. Ask yourself some of the following questions or have a specialist partner review your current systems and processes;

"Are legacy business processes duplicating effort and data entry?"

"Are teams able to work using the tools they know and love?"

"Are your IT users sufficiently supported with their IT issues?"

"Are you training all users on essential security and best practices such as PDQ handling or Phishing awareness?"

80% of employees feel stressed because of ineffective company communication.
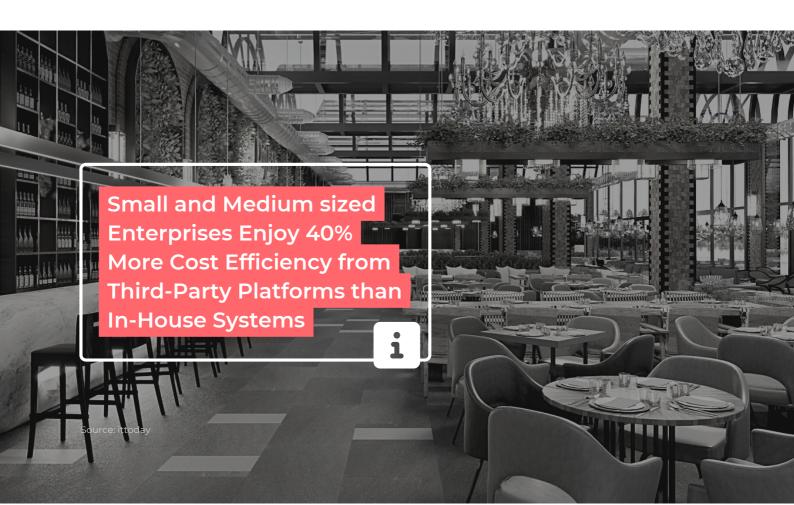
Source: nypost.com

Cost Optimisation

Many businesses continue to spend money on additional third party services, as they are not aware that Microsoft 365 often includes similar or better of as part of its subscription. By making small changes we can help your business save money and improve staff productivity.

Microsoft 365 now includes advanced security features to help protect your business and it is advised that you consider using it to its full potential by taking advantage of all the features and services it offers.

Many organisations have taken advantage of the may positives that cloud computing offers, but they don't continue to assess their consumption of their cloud services. Cloud services are constantly evolving and what might have been cost efficient yesterday may not be today. From optimising infrastructure costs in public cloud services like Microsoft Azure through to monitoring the user adoption and usage of services like Microsoft 365, businesses should regularly review their services to ensure they are using what they are paying for, not over paying for services that could be moved into newer platform or software as a service (PaaS or SaaS) solutions to further optimise their investments in IT.

Working with an experienced partner with cloud expertise can help your team and your IT expenditure.

Small and Medium sized Enterprises Enjoy 40% More Cost Efficiency from Third-Party Platforms than In-House Systems
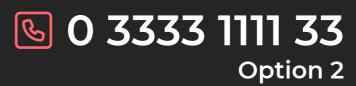
Source: ittoday

Bonus Checklist

We hope you found this guide useful, sometimes however it can be difficult to know where to start - so here's a checklist covering questions to ask yourself. We've put them into three sub-sections so you can focus on the topic you are most interested in!

Cyber Security

- [ ] What is your Microsoft Secure Score? If you don't know this then you probably don't know your company's risk profile.

- [ ] Do you know and is someone responsible for actively monitoring whether your company credentials become exposed on the Dark Web?

- [ ] Have checked your backups in the last 90 days and when did you last perform a DR test on your IT systems?

- [ ] Are you aware of what cyber security and business continuity risks lie in your supply chain?

Staff Productivity

- [ ] Are you training employees or providing regular guidance on cyber security and fraud?

- [ ] Have you looked at your line of business applications and Microsoft 365 to see if they are being fully utilised?

- [ ] Do employees have access to expert assistance when they need help with IT or system-related issues?

- [ ] When was the last time you ran an employee survey or asked them for feedback on your IT systems and providers?

Cost Optimisation

- [ ] Can you easily check or get reports on the IT services your are using and the adoption of those services?

- [ ] Do you have an IT Roadmap or Strategy in place that is reviewed quarterly and and prioritised inline with business objectives?

- [ ] Do you have an IT Budget that is regularly reviewed with your team and key IT partners?

- [ ] When did you last do an analysis of your IT services and subscriptions including those that might be getting expenses?

Reliable Networks

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📞 0 3333 1111 33

Option 2

https://uk.reliablenetworks.co.uk/microsoft-365-security-assessment