



HRS – Lodging as a service

# Round-the-clock service for security

Suitcases are getting smart, electronic payments reign, check-in and check-out are automated: business travel is becoming increasingly convenient, saving a lot of time and money for companies and their employees. Standing in line at counters and reception desks is often no longer necessary, thanks to digital services – an important factor for hotel, airline, and railway staff, and of course for travelers, not least due to coronavirus.

Travelers frequently take care of booking and payment transactions in advance, on a PC or smartphone with just a few clicks or taps – and compliant with internal travel policies. As long as the transactions involve hotel accommodations, that is, and their employer has selected HRS (formerly Hotel Reservation Service) as their vendor. The digital service provider has specialized in booking offers for business travelers and not only offers a reservation tool, but also takes care of all processes and services associated with hotel stays for its client companies' business travelers.

“We also negotiate corporate rates for our customers and define custom travel expense policies for individual companies in our portal,” says Managing Director Tobias Ragge. HRS also advises on accommodations and takes care of the entire billing process. This all-round service has made HRS one of the global leaders in end-to-end solutions for the business travel sector.

## Deutsche Telekom and HRS

**The mission:** HRS wanted to improve the IT security of its systems, to provide optimum protection for its customers' data and satisfy strict certification requirements. The company wanted to identify, analyze, and defend against attacks at an early stage – without having to make expensive investments or recruit dedicated experts.

**The solution:** HRS relies on managed cyberdefense services from Deutsche Telekom's Security Operations Center (SOC). The SOC consolidates the security-relevant log data from the company's infrastructure, monitors attacks, and provides expert analyses. The specialists pass information about critical events to the IT team at HRS around the clock and advise on the risk level.

**The benefits:** The cybersecurity experts detect attacks at an early stage and provide support with appropriate defense strategies, ensuring the best possible protection for infrastructure and customer data. Thanks to Deutsche Telekom's shared service model, HRS gets the solution with an excellent price-to-performance ratio.



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## IT security as a managed service

To offer this all-round package, the company has to handle a steadily increasing amount of personal data as digitalization progresses. At the same time, the number of devices used by the solution provider's employees around the world is also growing, together with the number of hacker attacks. "Our IT infrastructure is mission-critical. Our business model is completely dependent on its performance and security," says Jochen Jaser, Chief Information Officer at HRS. That's why HRS works continuously on its digitalization and enhancing its IT security concepts.

The newest layer of the protective cyber shield: managed cyberdefense services from Deutsche Telekom's Security Operations Center (SOC). To detect cyberattacks on the company's network at an early stage, the log files of all HRS devices are consolidated using an SIEM (Security Information Event Management) platform and additional software tailored specifically to the hotel specialist's IT infrastructure. The SOC monitors the security-relevant log files of the HRS systems around the clock and processes up to 10,000 security-relevant incidents each second. Security software and security experts analyze these incidents. Deutsche Telekom's data analysts draw additional, current threat intelligence information from a variety of internal and external sources, further increasing the quality and specificity of the analyses.

## Early detection and prevention of attacks

"When the Deutsche Telekom specialists identify an acute threat to our infrastructure, they immediately implement the emergency scenarios that we have developed together," says Jochen Jaser. "To do so, the experts document all suspicious processes and advise our IT staff as to an effective defense strategy." One conspicuous change in the first few months: Thanks to the solution, the IT department at HRS not only handles more alerts, but has also become faster and more efficient.



## Cyberdefense as a shared service

"The security experts at the SOC support us with their years of extensive experience," says Jochen Jaser. "The skills shortage makes hiring specialists with this expertise difficult and very expensive for us as a mid-sized company." HRS also saves money because the company uses the SOC through a shared service model. This means resources are shared with other users – fully compliant with Germany's strict data protection laws. "In Deutsche Telekom, we have found a partner that meets our expectations to the fullest – not only through its profound security expertise, but also because the company is intimately familiar with SMEs and the e-commerce sector."

### CUSTOMER PROFILE

**Name:** HRS GmbH

**Founded:** 1972

**Headquarters:** Cologne, Germany

# HRS GROUP

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