

**STONESOFT**



**Case Study – Grupo Posadas**

---

## **Latin America’s Top Hotel Operator Takes Guest Service to the Next Level with StoneGate**

---

# Grupo Posadas leverages StoneGate Platform to support new growth initiatives

When Grupo Posadas, a leading Latin American hotel company, acquired Grupo Mexicana airline and GloboGo, an online travel reservation company, it became even more important for the company to ensure network uptime, security and manageability. The company chose the StoneGate Firewall/VPN solution with Multi-Link™ technology, featuring automatic failover capabilities for network resiliency. In addition, the StoneGate solutions provided detailed monitoring tools and improved network security and threat prevention. Overall, the organization experienced immediate benefits after the deployment, including secure segmented networks, always-on Internet connectivity and in-depth network visibility.

## Network security for the Internet-age of hospitality

Founded in 1970, Grupo Posadas is the leading Latin American hotel chain that owns and operates ten hotel brands across Mexico, Central America and South America. With a goal of providing a one-stop approach to travel, Grupo Posadas recently acquired Grupo Mexicana airline and GloboGo, an online travel reservation company.

As of June 2008, guests are now able to plan and book their trips using the GloboGo Website. Given the increasing demand for enhanced, Web-based travel services, this business extension further supported strategic growth initiatives for the hotel operator and introduced the foreseeable need for improved network security.

“At Grupo Posadas, we believe that a strong Internet presence is vital to corporate growth,” said Eros Guillen, Infrastructure SubDirector for Grupo Posadas. “By taking our travel reservation services online, we extended guest satisfaction and introduced a new level of Grupo Posadas hospitality.”

## Resilient connectivity supports successful growth

To support Grupo Posadas’ new online infrastructure, the company’s IT staff knew it needed a secure and resilient network security solution. This was especially critical for the online payment transaction feature of the GloboGo Web site. In response, Grupo Posadas evaluated several network security products and were immediately impressed with Stonesoft’s resilient connectivity solutions. Stonesoft’s solutions not only had the breadth of features the hotel operator needed – including clustering, Internet failover capability and threat prevention – but also offered the flexible design to optimize its growing infrastructure needs.

“StoneGate was a good match for us because it offered both the network protection and clustering technology we needed – at a very good cost – to support our ambitious corporate growth strategies,” said Guillen. Before implementing Stonesoft, Grupo Posadas had 104 hotels operating on various technology solutions including Cisco routers and freeware Linux, Netscreen and SonicWall firewalls. With minimal integration between the systems, the simple and fundamental act of making travel reservations was a significant challenge. Each Grupo Posadas facility was limited to searching its own individual database, making it impossible to access reservation availability across the entire company network. Another issue was that the GloboGo Web site needed to be available 24/7, which challenged the uptime of the company’s network. With an expanding base of online users, in addition to the hundreds of hotel properties and travel flights they manage, it was critical for the company to have a reliable network security system in place to handle the demands of its new online infrastructure.

## Multi-Link technology enables superior online guest services

Grupo Posadas implemented the StoneGate Firewall/VPN solution with Multi-Link technology and the StoneGate Management Center. Grupo Posadas immediately experienced positive results as StoneGate enhanced its network integration and resiliency, ensuring the availability of the GloboGo and Grupo Posadas Web sites.

Upon installation of the Stonesoft solutions, all customer transactions and reservations among numerous hotels and daily flights were immediately integrated onto secure networks. StoneGate’s clustering, load balancing and ISP failover capabilities for each Grupo Posadas facility increased the speed and uptime of GloboGo’s Web site to provide travelers with a more convenient

**“At Grupo Posadas, we believe that a strong Internet presence is vital to corporate growth. By taking our travel reservation services online, we extended guest satisfaction and introduced a new level of Grupo Posadas hospitality.”**

**Eros Guillen – Infrastructure SubDirector – Grupo Posadas**



and user-friendly online experience. In addition, Stonesoft's firewall provided a high level of threat protection ensuring that Grupo Posadas' customer information was secure at all times.

“Stonesoft's solutions have played a major role in helping Grupo Posadas move our business online and advance guest satisfaction,” said Guillen. “Before we implemented the StoneGate solutions, guests had few options for researching and managing their reservations. Now our guests have secure, reliable online access that allows them to manage and review their reservations at anytime.”

The StoneGate Management Center also allows the Grupo Posadas security administrators to centrally monitor activity across its entire network. This decreases the workload for IT security staff and enables Grupo Posadas to focus on providing superior guest satisfaction.

### **Best practice network security infrastructure supports continued growth and revenue**

By optimizing their networks, the StoneGate Firewall/VPN implementation enabled a portion of Grupo Posadas' technology infrastructure to be outsourced to other organizations as a new business opportunity for the company. In addition, by prioritizing secure network connectivity in the midst of corporate growth allowed Grupo Posadas to remain prosperous even with the acquisition of an airline and online reservation company. StoneGate has enabled Grupo Posadas to seamlessly integrate its technology infrastructure across all company divisions and align new company objectives with the Grupo Posadas reputation for reliability and superiority.

### **About Grupo Posadas**

Grupo Posadas, with more than three decades in the hotel marketplace, operates more than 104 hotels and 19,042 rooms in 50 beach and city destinations in Mexico, Brazil, Argentina and Chile. In Mexico, the company operates 20 percent of its rooms in the tourism segment. Its eight hotel brands are AQUA, Fiesta Americana Grand, Fiesta Americana, Lat 19°, Fiesta Inn and One Hotels in Mexico, and in South America, the company operates Caesar Park and Caesar Business, making Grupo Posadas the leading Mexican hotel operator in Latin America. Grupo Posadas has been listed on the Mexican Stock Exchange since 1992, with the ticker symbol “POSADAS.” For additional information, visit its Web site [www.posadas.com](http://www.posadas.com).

**“StoneGate was a good match for us because it offered both the network protection and clustering technology we needed – at a very good cost – to support our ambitious corporate growth strategies.”**

**Eros Guillen  
Infrastructure SubDirector – Grupo Posadas**



## Grupo Posadas Challenges

- Lack of 24/7 reliability to support distributed business
- Limited security for travel reservation Website
- Cumbersome solution for managing expanding network

## Results with Stonesoft

- Continuous network uptime and secure connections
- Centralized management and in-depth network visibility across entire network
- Optimized network and scalable platform support additional growth initiatives

## About Stonesoft

Stonesoft Corporation (OMX: SFT1V) is an innovative provider of integrated network security solutions to secure the information flow of distributed organizations. Stonesoft customers include organizations with growing needs requiring advanced network security and always-on connectivity.

StoneGate™ Secure Connectivity Solution unifies firewall, VPN, IPS and SSL VPN blending network security, end-to-end availability and award-winning load balancing into a centrally managed system in physical and virtual environments. The key benefits of StoneGate Secure Connectivity Solution include low TCO, excellent price-performance ratio and high ROI.

StoneGate Management Center provides centralized management for StoneGate Firewall with VPN, IPS and SSL VPN. StoneGate Firewall and IPS work together to provide intelligent defense throughout the organizational network while StoneGate SSL VPN provides enhanced security for mobile and remote use.

Founded in 1990, Stonesoft Corporation is a global company with corporate headquarters in Helsinki, Finland and Americas headquarters in Atlanta, Georgia. For more information, visit [www.stonesoft.com](http://www.stonesoft.com).

# STONESOFT

[www.stonesoft.com](http://www.stonesoft.com)

### Stonesoft Corporation

Itälahdenkatu 22 A  
00210 Helsinki  
Finland  
tel. +358 9 4767 11  
fax. +358 9 4767 1234

### Stonesoft Inc.

1050 Crown Pointe Parkway  
Suite 900  
Atlanta, GA 30338  
tel. +1 770 668 1125  
fax. +1 770 668 1131