CHECK POINT™ | LANGHAM HOSPITALITY GROUP

Langham Hospitality Group: Traditional Email Security to Bulletproof Phishing Defenses

INDUSTRY	**HEADQUARTERS**	**COMPANY SIZE**
Entertainment & Leisure	Wanchai, Hong Kong	8,000 employees

OVERVIEW

Langham Hospitality Group is a global luxury hotel company with a rich heritage dating back to 1865 when The Langham, London opened as Europe's first 'Grand Hotel'. Today, the group operates more than 30 properties across four continents under renowned brands including The Langham Hotels & Resorts, Cordis Hotels & Resorts, and Ying'nFlo. As the hospitality arm of Great Eagle Holdings, a leading Hong Kong property development company, Langham Hospitality Group combines a 150-year legacy with innovative, modern hospitality approaches to deliver exceptional guest experiences.

OUR SOLUTION

Harmony
Secure Users & Access

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We view Check Point as a trusted partner that can satisfy our cyber security needs. Check Point positions us well for future challenges in protecting our digital systems.

Perry Lai, Vice President of IT, Langham Hospitality Group

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CHALLENGE

The hospitality industry is an increasingly attractive target for cyber criminals, requiring hotels and others to implement as vigorous cyber security measures as possible.

Most of these breaches are avoidable. Human mistakes and staff susceptibility to social engineering tactics often make such breaches possible. It's clear why cyber criminals target the hospitality industry -- there's a lot of money for them to try and make, and the sector handles vast amounts of sensitive guest information, such as credit card details and personal data. The stakes are exceptionally high. A single breach can result in substantial financial losses and irreparable damage to a hotel's reputation and guest trust. A recent attack on a well-known resort cost the company more than $100 million and led to the theft of unspecified personal guest information.

"The consequences of a data breach are alarming, and it could cause damage to a company's reputation," said Perry Lai, Vice President of IT at Langham Hospitality Group. "Protecting the large volume of customer data is key. Most of our day-to-day communications are through email, making phishing attacks one of our biggest concerns. Another is credential harvesting and impersonation," Perry added.

Previously, Langham Hospitality Group relied on a well-known anti-malware provider for its email gateway and native Microsoft 365 security protection for a two-tier defensive strategy, explained Perry. However, the organization continued to experience challenges with phishing and spam emails that evaded these defenses. "And the heavy reliance on users to report malicious emails has left many threats unaddressed," Perry said.

As a result, the team actively sought alternative email security capabilities that could leverage AI and machine learning technologies to improve their phishing detection rates and enhance Langham Hospitality Group's overall security posture.

SOLUTION

Perry and the team chose Harmony Email and Collaboration. The team was particularly impressed with Harmony Email and Collaboration's user-friendly interface and swift integration. A key selling point was its ability to present incidents clearly and facilitate easy tracing, streamlining management by eliminating the need to juggle multiple portals for quarantined emails.

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From the real-world experience of our proof of concept, Harmony Email and Collaboration detection abilities and its unified management made this the best option for our email security.

Perry Lai, Vice President of IT, Langham Hospitality Group

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The company's expectations were significantly bolstered during their proof-of-concept test when Harmony Email and Collaboration successfully detected a phishing email originating from an internal user—a type of threat typically missed by traditional secure email gateways. This critical catch, which had eluded the defenses, showcased Harmony Email and Collaboration's superior detection capabilities.

The company anticipated that implementing Harmony Email and Collaboration would substantially enhance its email security posture. What differentiated this product from others on the market?

"From the real-world experience of our proof of concept, Harmony Email and Collaboration detection abilities and its unified management made this the best option for our security and operational efficiencies," Perry said.

OUTCOME

The deployment of Harmony Email and Collaboration yielded significant positive outcomes. Harmony Email and Collaboration provided the superior phishing detection, and the unified management Perry expected. Check Point succeeded in successfully improving both Langham Hospitality Group's security, as well as its operational efficiencies. "Everything improved for us," Perry said.

Harmony Email and Collaboration email content analysis and URL emulation features proved particularly valuable, with the URL emulation extending protection to links embedded in QR codes—a unique advantage in today's evolving threat landscape. For security analysts, Harmony Email and Collaboration's URL preview functionality has streamlined the investigation process, helping to enhance team efficiency. The implementation has also improved reporting, providing more concrete statistics on detected spam, phishing, and malicious emails, bolstering the company's overall security posture.

Looking ahead, the company sees Check Point with an expanding role in its cyber security strategy. "Our experience has been so positive with Check Point that we would unequivocally recommend Check Point to other businesses," Perry said.

ABOUT CHECK POINT

Check Point Software Technologies Ltd. (www.checkpoint.com) is a leading AI-powered, cloud-delivered cyber security platform provider protecting over 100,000 organizations worldwide. Check Point leverages the power of AI everywhere to enhance cyber security efficiency and accuracy through its Infinity Platform, with industry-leading catch rates enabling proactive threat anticipation and smarter, faster response times. The comprehensive platform includes cloud-delivered technologies consisting of Check Point Harmony to secure the workspace, Check Point CloudGuard to secure the cloud, Check Point Quantum to secure the network, and Check Point Infinity Core Services for collaborative security operations and services.

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