



## VOYAGES



HOTELS AND RESORTS

Travel and hospitality companies operate in a global market and deal on a daily basis with suppliers and customers across the globe. Voyages was exposed to all the known risks of virus infection common to the industry, but in addition faced the challenge of protecting against email viruses accidentally sent to employees by family and friends in places as far away as Moscow or Venezuela. We needed something more than the standard desktop solution and MessageLabs provided it.

Janis Hall  
General Manager Strategic IT  
Voyages Hotels and Resorts

## Voyages Hotels and Resorts

Aware that email-borne viruses were on the increase, Voyages Hotels and Resorts upgraded their network IT security, increased the frequency of anti-virus signature updates and reviewed their email policy with a view to limiting the risk of infection. Voyages escaped being hit by Lovebug, but even with their heightened awareness, the Melissa virus took the Sydney network down for a day. Restoring the network in Sydney and their Central Australian properties took three days. It was the MessageLabs Anti-Virus service that provided an effective solution to Voyages' problem.

Sydney-headquartered Voyages Hotels and Resorts is one of Australia's market leaders in the field of eco-tourism assets, with a portfolio of properties and experiential tour and activity packages in remote and wilderness locations throughout Australia. The Voyages flagship is the Ayers Rock Resort at Uluru, a 1,000-room resort that caters for more than 400,000 Australian and international visitors a year.

### The MessageLabs Anti-Virus service – protection where it counts

Electronic communication is vital to Voyages Hotels and Resorts, with email accounting for some 50% of all business communication with travel agents, airlines, tour operators, customers and wholesale suppliers.

Viruses can seriously disrupt the business at all levels and, because Voyages' properties are in remote locations, network clean-up and restoration is expensive and time-consuming.

"The global and 'real-time response' nature of our business makes us very vulnerable to virus infection. A travel agent dealing with a customer needs immediate confirmation that a room is available for the requested period at the right price. If they can't reach us, the client is likely to be offered an alternative holiday," says Janis Hall, Voyages' General Manager, Strategic IT.

### The cost to rectify

For Voyages, the ongoing threat of viruses was greater because of its global exposure to different time zones. Even with MIS staff on seven-day alert, they suffered a number of short-duration outages and paid a price each time to restore the network.

"We knew we had a problem and that signature-based anti-virus solutions were not the answer. We needed a more proactive and sophisticated method of protection against the unknown," Janis Hall says.

### A simple, logical solution

The MessageLabs Anti-Virus service provided an easy-to-implement solution to the ongoing problem of how to protect against new viruses before signatures were available.

Just as the US post office protected US citizens from the anthrax threat in 2001 by scanning all mail centrally, MessageLabs provides a fully managed Internet-level service for its clients across the globe.

"It's such a logical and simple solution. I knew it would be good for Voyages then," Janis adds. "And it has been ever since."

We have had one virus scare since the system was developed, and the MessageLabs service response was immediate.

#### **Security 'not an issue'**

Says Voyages' Sydney-based MIS manager, Dominik Lehmann: "We were delighted to learn about the MessageLabs Anti-Virus service and although the idea of outsourcing our Internet mail to a third-party company initially made us very cautious, we concluded that the systems deployed by MessageLabs ensured our mail was as secure or more secure than it would be using a trusted local ISP."

"Our experience since deployment has been positive. As promised, the service detects and blocks both known and new viruses. The InSight reporting system also gives us a daily snapshot of mail throughput, potential virus source domains and senders."

"From my perspective, the service has lived up to its promise and has removed a significant repair and recovery cost component from my ongoing network security budget."

#### **Instant response from MessageLabs**

"We have had one virus scare since the system was deployed, and the MessageLabs service response was immediate. Within an hour of initial notification, their staff had accessed the data log files, checked and verified it was a false alarm and phoned through the findings."

"A comprehensive written report of the incident was delivered within days."

From an original position of constant vigilance, employee stress and disruption to the business, Voyages implemented the MessageLabs Anti-Virus service in August 2001 and has been email virus-free ever since.