Advanced Digital Defences Safeguard Operations at Park Resorts

Dynamic, Protected and PCI DSS Compliant: ISN's multi-layer protection secures business-critical network and data centre resources from intrusion

About Park Resorts

Passionate about delivering the best British holiday experience possible to customers, Park Resorts operates 48 award-winning holiday parks at locations across England, Scotland and Wales. In addition to calling its Holiday Hotline reservations team, customers can also head online to the Park Resorts website to browse potential destinations, research accommodation options, check availability, make a booking and pay for their holiday 24x7.

The Challenge

When your business accepts card payments, maintaining compliance with the Payment Card Industry's stringent Data Security Standard (PCI DSS) is essential. And the consequences of non-compliance, should a breach event occur, are serious. In addition to large fines and a raft of other penalties, the reputational damage of a breach can tarnish a brand – resulting in a loss of customer trust and reduced revenue.

Park Resorts takes its responsibilities seriously when it comes to keeping customer information safe. With stringent new PCI specifications on the horizon, Park Resorts decided the time was right to take advantage of the next-generation security solutions and stay ahead of the threat curve.

That meant finding a partner to help plan, build and manage its compliance and security activities more efficiently and effectively. Ensuring its website, booking system and data centre stay secure and protected in the face of ever more sophisticated and malicious cyber threats.

"When you're looking to entrust a partner with the protection of your core network infrastructure, I can't emphasise enough the leap of faith involved," explains Richard Pugh, IT Director at Park Resorts. "We wanted a trusted advisor we could turn to, any time of the day or night."

Park Resorts needed an IT partner that could leverage the latest security technologies and best practices to devise future-proofed solutions that address its fast-paced and changing business needs.

The solution

ISN took charge of designing and implementing the new PCI DSS protection requirements. The starting point was an audit to assess potential vulnerabilities in existing legacy infrastructures.

"ISN identified that our firewalls lacked the ability to continuously monitor all potential attack vectors – something that is a key requirement for PCI DSS," says Richard.

The answer was to implement a next-generation firewall that would provide a high performance, robust security solution. Scanning all network traffic to ensure the safety of data and applications, the advanced firewall features multilayered intrusion detection and prevention, together with advanced malware protection. All security monitoring and reporting tasks are now fully automated, and a second firewall ensures business continuity in the unlikely event of a fall-over in the primary firewall.

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"ISN has extended protection from the data centre outwards, simplifying the operating complexity and cost involved in monitoring and logging all network activities," confirms Michael Kennedy, IT Infrastructure Manager at Park Resorts. "A single platform now delivers proactive protection from internal and external threats, without impacting the performance of our infrastructure and applications."

ISN also reviewed the entire extended network infrastructure, putting in place a variety of measures that include anti-virus and cloud-filtering technologies, to assure end-to-end protection.

"ISN take a holistic approach to security," continues Michael. "From email monitoring to intelligent proxy systems for monitoring employee web browsing and calls, we are now able to scrutinise every aspect of our communications traffic. The result is finger-tip control over who accesses our assets – that includes preventing employees from copying data to a USB stick."

ISN solution

- Resiliency and security review
- Design of new network security infrastructure
- Implementation of next-generation firewalls featuring intrusion protection and proactive monitoring
- On demand management and support
- Specialist technical support for data centre and network change projects
- Implementation of secure WiFi at head office

Benefits

- Fully managed and monitored PCI DSS compliant infrastructure
- Frequent infrastructure reviews – ensures future-proofed and robust ICT environment
- On-demand access to technical experts for ad-hoc projects
- Access to best-practice guidance and approaches for managing risk and maximising business as usual systems availability

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- Richard Pugh, IT Director at Park Resorts

Results

Today, the in-house IT team is able to undertake day-to-day compliant operations, in the knowledge that ISN is on hand to undertake more complex security management tasks and data centre changes or upgrades.

"It's true to say that we turn to ISN first when it comes to our network infrastructure," confirms Michael. "They were our first port of call when we wanted to implement wireless at our head office, for example."

ISN put in place an easy to manage Cisco Meraki WiFi that delivers centralised control over users, devices and applications along with

business intelligence on how the network is used. Configured with security in mind, the WiFi network features password controlled access for guest VIPs, and other specialised work groups.

"When it comes to the security of our enterprise systems, ISN provide us with the vision and strategy to ensure we can transition to new ways of working with confidence," confirms Richard Pugh. "From updates on upcoming cyber threats, to technical deep dives that enable us to take advantage of the next big thing – we depend on them for honest, responsive advice and guidance. That includes sense-checking other third party suppliers before we embark on a project."