



## Case Study

# Japanese hotel chain benefits from PSB central management



Richmond Hotels, a hotel franchise owned by the Royal Holdings Company, has 30 hotels located in Japan. The brand has been ranked the best in its price range for four successive years in an international survey involving 141 hotel brands, so maintaining customer satisfaction is central to the success of the company.

In order to meet the needs of its many business customers, the company was quick to introduce amenities and services like computer rentals and fixed and wireless Internet access in the rooms and public spaces of its hotels. In 2009 the company decided to implement the F-Secure Protection Service for Business (PSB) to secure the IT systems of all its hotels.

### Why PSB?

Before PSB, the IT security of each individual hotel was managed by an on-site staff member, using security software geared for home users. "As a result, virus definitions could be up-to-date in a certain hotel, but out-of-date in another hotel," explains Mr. Sakurai, Manager for Marketing and Sales Promotion for Richmond Hotels.

After conducting an IT security review, the company decided that a more strict and controlled IT security environment was required to avoid inconsistency across the chain of hotels. "We had three requirements: low cost of implementation, high quality virus detection, and most importantly, easy central management. Before choosing PSB, we considered other products but many of them were just too confusing and complicated with functions that we probably would never use," says Mr Sakurai. "We considered our options closely but in the end, we chose PSB as it was the only product that really had what we wanted."

### Facts-at-a-glance

#### Customer

RNT HOTELS Co., Ltd.

#### Established

April 1, 2004

#### Industry

Hospitality, tourism

#### Users

520 employees

#### Number of hotels

30 (including partner hotels)

#### Solution

F-Secure Protection Service for Business, Standard (200 licenses)

### Benefits of centralized management

After installing the software on-site at each hotel, PSB is now used to monitor the IT security for all the 30 hotels in the chain. Everything is now centrally managed, so virus definition updates and other changes are easy to administer. "The web portal is really useful because it makes it possible to monitor everything using a web browser. We personally like it because it has a very clean and simple interface," says Mr Sakurai.

The company is now planning to expand its computer rental service and, naturally, PSB will be installed on all the rental computers.



---

F-Secure – Protecting the irreplaceable

While you concentrate on what is important to you, we make sure you are protected and safe online whether you are using a computer or a smartphone. We also backup and enable you to share your important files. Our services are available through over 200 operators around the world and trusted in millions of homes and businesses.

Founded in 1988, F-Secure is listed on NASDAQ OMX Helsinki Ltd.  
fscs\_richmond\_htc\_2010-03-16

#### F-Secure Corporation

Tammasaarenkatu 7  
PL 24  
00181 Helsinki  
Finland  
Tel. +358 9 2520 0700

© 2010 F-Secure Corporation. All rights reserved. "F-Secure" is a registered trademark of F-Secure Corporation and F-Secure product names and symbols/logos are either trademarks or registered trademarks of F-Secure Corporation. All product names referenced herein are trademarks or registered trademarks of their respective companies.