



Nominee Showcase Presentation

ISE[®] Southeast Executive Forum and Awards

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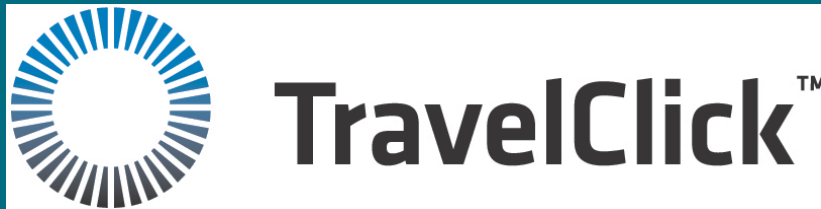
Company Name: TravelClick
Project Name: Network Segmentation and InfoSec Vault Project
Presenter: Mark D. Gelhardt, Sr.
Presenter Title: Director Information Security (CISO)





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Company Overview



- TravelClick (www.TravelClick.com) is the leading provider of innovative solutions for hotels around the globe that increase revenue, reduce cost, and improve performance.
- Our suite of products and services is powered by web-based information, Software as a Service (SaaS) and tools that are critical to hotels revenue and profitability.
- TravelClick product line includes Reservation Solutions, Media Solutions, Web Solutions, Guest Management, and Business Intelligence Solutions to 30,000 of the world's leading hoteliers in over 140 countries.
- TravelClick has a world-wide on-the-ground presence that enables us to maintain a deep understanding of local markets in the context of the global hospitality industry.
- Headquartered out of New York with offices in Atlanta, Orlando, Schaumburg/Chicago, Houston, Barcelona, Melbourne, Dubai, Singapore, Shanghai, and Tokyo.



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Project Overview

TravelClick - Network Segmentation and InfoSec Vault project

- TravelClick Completely reconfigured its network topology to incorporate a new Information Security vault area (PCI Vault).
- This project looked at the configuration of the TravelClick network and how to change that network to be ready for the future global risks and specifically how to protect the valuable data that TravelClick maintained (i.e., Intellectual Property, Credit Card, etc.).
- A separate network segment was set up (Information Security Vault) with increase security within the vault area was done with the tokenizing of specific data to make that data even more secure.
- All of this was done without any disruption to our clients and our business.



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Overview of Business Challenge

- Become better compliant with current and expected future U.S. and overseas laws (i.e, E.U. privacy, U.S. privacy, information security, & PCI compliancy, etc.)
- Reduce the risk of brand degradation and business cost from a data/network breach at a reasonable cost
- Increase Information Security without impact to customers/product at a reasonable cost



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Project Scope/Goals

- Reduce risk to the business by better securing the important data to the business.
- Better and more secure compliance for Payment Card Industry – Data Security Standards (PCI-DSS)
- Increase network security behind the initial firewall of defense/DMZ
- Become best in breed within our market place for information security – use as a marketing tool get gain market share



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Project Results

- One of the primary end results was a complete audit done by and outside third party vendor (Qualified Security Auditor - QSA) that lead to our PCI-DSS certification and our Report of Compliance (ROC) being accomplished as a major benefit to this project.
- This project with our increased security and our PCI compliance/certification allow our marketing team to leverage our technology into increase revenue/clients – as we became a premier SaaS provider in our market space. – i.e. increase revenue to the company.
- Another by product was increase Information Security awareness across the total IT team (network, servers, applications, etc.) and across the company (marketing, sales, executive management, etc.).





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Lessons Learned/Best Practices

- As a Global team, timing of meetings were all over the map from really early morning to very late at night East Coast time.
- Also as a growing team with new hires during the process not only did the team have to do their jobs they had to work with new team members teaching them their new jobs and then taking direction from the new team members on how to do the job better/quicker/easier.
- Teamwork was the foundation of how this project was accomplished, communications was how this project got accomplished within a 9 month period.
- The people were what made the results an outstanding success. What a team!!!