

# Evolving sales, service, and the ultimate experience.

In the past, a world-class Boutique Hotel & Resort did everything from manually booking rooms, parties and dining to extracurricular activities such as sailing or just simply enjoying private beaches. Their tools didn't connect these various activities or provide the level of security to adequately protect client information. As a result, they found themselves spending hours inefficiently trying to associate information and streamline access control among appropriate staff members, all while servicing guests to the gold standards they had come to expect.

As the Griffin team started to work with boutique hotels' senior staff to implement managed security services, Griffin realized there was a massive opportunity to digitally transform the hospitality industry for the better.

**“... a security investment we could capitalize.”**

“As the hospitality and consumer worlds evolve, our hotel had to adapt and engage people where they are and deliver what they want, when they want it. Today that means Griffin's SourceONE managed security services and Gravity — a secure business applications platform.” quoted the boutique hotel senior staff. “Our clients anticipate the service experience from the moment they step onto the property, and when it comes time to deliver, we want our staff focused on the absolute passion it takes to deliver; not to worrying if a guest's information will be compromised.”

Before SourceONE™ and Gravity™, the hotel team printed guest's personal information along with itinerary details, opening the chance that information will be misplaced or not accessible at the moment the staff needs it. Today, expectations have changed, from access control to concierge service, everything is streamlined to ensure privacy and the ultimate guest experience in real time.

This Boutique Hotel & Resort leverages Griffin's security, secure mobile business applications and 24/7/365 monitoring and response to give them the command and control it takes to protect guest's personal information in today's digital world. “We now have one secure view of our clients and can see the engagement we've had with them to contour their personalized experience, delivering continuous improvement.”

# A holistic solution with Griffin.

Over the years the hospitality industry has adopted technology to meet the demands of guest's expectations. "We provide our guests with an elite experience focused on customer care and service, supported by our amazing staff. It wasn't until we realized that we were being digitally attacked, that our client's information was at risk, and we knew we had to do something about it" said the hotel's general manager.

Today like others, companies find it hard to start solving this problem on their own. Griffin makes it easy to get started, at no cost. Griffin helps you understand your vulnerabilities and tailor a holistic solution, at a scale, that fits your exact needs. Griffin partners with world leaders like Cisco and Dell, with inspiration by the likes of Forbes 5-star standards in their pursuit of securing hospitality. Eliminate the need for a dozen service providers and a separate team to manage the complexities of digital security and convenience. The change is worth it!

The results are so obvious that this past weekend, this boutique hotel pulled off one of the largest, high-profile events to date for the owner's family with hundreds of people in attendance, the hotel received zero complaints and rave reviews from all the guests, half of them being first-time visitors.

**"Now we provide secure hospitality without fear or worry and are free to deliver our guests with what they want, the way they expect to be serviced. Now we experience peace of mind knowing Griffin is there. Thank you, Griffin, for the amazing work your team does and the incredible opportunity to raise the hospitality bar!"**