the cloud group | iSHIELD

CASE STUDY
HOSPITALITY NETWORK SECURITY

Securing hospitality networks that never stop.

How Cloud Group's iShield Unified Threat Management Device protects guests, revenue and reputation across hotel portfolios

The challenge

Hotel groups and hospitality operators manage complex multi-site environments that require balancing **high-speed, open-access internet** for guests with **rigid core security** for back-of-house operations. Properties must support a high turnover of diverse users— international guests, temporary contractors, event organisers and on-site staff—all connecting to the same physical infrastructure.

The hospitality sector has become a **primary target** for sophisticated, high-stakes cyberattacks. This was highlighted globally by phishing and reservation-hijack campaigns targeting Booking.com hotel partners, and locally when a Sandton-based hospitality-tech firm suffered a breach in which AI-driven penetration tools **exfiltrated 2 million guest records**. Hospitality groups also face severe compliance pressures under **POPIA** and **PCI-DSS** to safeguard payment card details and guest profiles.

Operationally, hotel networks face **extreme bandwidth contention**—guest streaming and downloads chronically starve bandwidth, causing dropped VoIP calls, slow POS processing and PMS failures. This pressure spikes further during large conferences, when venues must instantly scale capacity for hundreds of concurrent connections while keeping event traffic **fully isolated** from guest and competitor networks. Fragmented legacy firewalls lack the centralised visibility to manage this in real time.

"Sudden surges can completely collapse the network, driving down guest Wi-Fi speeds and crippling hotel systems."

The solution

iSHIELD DEPLOYMENT

Cloud Group works closely with its extensive partner network of IT professionals and resellers to deploy **iShield**—a next-generation **Smart Access Unified Threat Management Device**—across a broad range of hospitality settings. These deployments are **highly scalable**, protecting single high-end destinations up to large multi-site commercial portfolios.

Partners receive comprehensive training, certification and remote technical support to execute seamless, phased installations designed around hotel low-occupancy windows to ensure **minimal downtime** for checking in guests. iShield combines robust on-premises hardware control with a **centralised cloud-based management platform** , giving hotel operators absolute command over their network perimeters.

KEY FEATURES IMPLEMENTED (VIA PARTNER-LED DEPLOYMENTS)

- **On-demand conference network scaling:** Empowering IT administrators to instantly spin up dedicated, temporary high-capacity network channels for corporate events, ensuring massive data loads from delegates do not degrade core hotel operations.
- **Isolated event VLANs:** Implementing strict micro-segmentation to guarantee that conference traffic, media feeds and external corporate networks are completely separated—eliminating any risk of crossover between concurrent events or public guest Wi-Fi.
- **Captive portals for guests and delegates:** Seamless landing pages manage public guest and event-delegate authentication separately, regulate session times and elegantly enforce terms and conditions.
- **Multi-site WireGuard mesh connectivity:** Robust WireGuard site-to-site VPN networks securely interconnect all properties within a portfolio, plus tailored client-to-site access for executives and administrators from anywhere.
- **Strict back-of-house isolation:** Advanced VLAN and network segmentation cleanly separate public guest Wi-Fi from POS systems, reservation databases and PMS software, hidden from guest visibility.
- **Intelligent traffic shaping and VoIP prioritisation:** Dynamically capping guest download speeds at peak times while guaranteeing dedicated bandwidth for reception VoIP, payment gateways and admin operations.
- **Advanced threat mitigation and geoblocking:** Deep-packet inspection and GeoBlocking automatically drop suspicious incoming traffic from high-risk regions, reducing the property's attack surface.
- **Automated audit logs and reporting:** Scheduled identity-based reports and comprehensive audit logs simplify regulatory compliance and provide full transparency into network usage.

The results

OUTCOMES & NEXT STEPS

01
Flawless conference and event management: Venues can scale network availability dynamically to accommodate major conferences without experiencing latency, dropouts or bandwidth starvation on administrative networks.

02
Zero cross-traffic contamination: Micro-segmented networks prevent data leakage or communication overlaps between hotel guests, back-of-house finance systems and independent corporate event delegates.

03
Impeccable operational continuity: Traffic shaping and VoIP prioritisation ensure that even under full guest occupancy and peak conference usage, reception systems, check-ins and card terminals operate flawlessly without lag.

04
Ironclad guest and corporate data security: Clean network segmentation eliminates lateral movement risk, ensuring an infected guest or delegate device leaves the core hotel database and infrastructure unaffected.

05
Seamless guest experience: Branded captive portals ensure smooth, isolated Wi-Fi provisioning, giving guests and event attendees stable connectivity while preventing single users from hogging property-wide bandwidth.

06
Centralised portfolio oversight: IT partners and management can monitor connection status as well as setup automated email notifications in the event of ISP downtime, along with being able to assign a DynDNS to remotely access and manage each firewall.

Managing network performance and security for hospitality clients used to be an ongoing challenge due to unpredictable user demands, especially when large conferences came to town. With iShield, we can easily maintain the perfect balance: event networks scale up seamlessly, guest access is controlled smoothly, operational traffic remains completely secure, and our teams can supervise everything from a unified dashboard. It has significantly reduced support overhead while ensuring absolute network reliability.

— Cloud Group IT Partner & Hospitality Infrastructure Specialist

Ready to secure your hospitality network?

Contact Cloud Group to learn more about our partner programme or to book a demo.

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