Docusnap

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DOCUSNAP CASE STUDY

AccorHotels Germany GmbH

Germany

Project Description

AccorHotels Germany GmbH

As the leading travel and lifestyle group, AccorHotels offers unique experiences in more than 4,100 hotels, resorts and residences worldwide, as well as in over 3,000 exclusive private apartments. With its dual expertise as an investor (HotelInvest) and hotel operator (HotelServices), the group is represented in 95 countries. In Germany, AccorHotels is the market leader with around 360 hotels, including the brands Fairmont, Sofitel, MGallery by Sofitel, Pullman, Swissôtel, 25hours, Novotel, Novotel Suites, Mercure, Adagio, ibis, ibis Styles, ibis budget and Adagio access. The team at AccorHotels Germany GmbH requires a software solution, particularly for the area of "PCI-DSS Compliance", which can guarantee maximum data security at all times.

> **"I'm a huge fan of Docusnap. There's nothing else like it.** If we ever run into a problem with Docusnap, we can always contact support directly and it's fixed immediately. Hats off to them for that!**"**

Bianca Daub
PCI-DSS Compliance
Project Manager

"The PCI DSS compliance framework requires compliance with very specific standards for securing credit card data. The compliance requirements are very extensive, especially with regard to the network, the data landscape, etc. Before using Docusnap, we had to combine many different tools here. Since these were not all compatible with each other and only covered partial areas, for example of the network, we worked based on a data security of at most 75 percent. However, this was unacceptable in the context of this compliance issue. Any variance in data security or access is at the expense of our liability obligations. Added to this is the complexity of the "magic triangle", consisting of hardware and software components, location and person. In other words, the AD user who works with this software on this device or uses this device and is therefore also in contact with the software. And

it was precisely this triple constellation that we were unable to map with any of our tools before Docusnap, so we had to operate with a constant lack of clarity in our data," says Bianca Daub, PCI-DSS Compliance Project Manager at AccorHotels Germany GmbH, explaining the search for a suitable software solution.

In general, the team at AccorHotels Gemany GmbH works with many internationally active support partners. However, in this case, a "regional solution" was preferred, particularly with regard to data protection. This was all the more the case as the software implementation would involve intensive customizing and the company had had good experiences exchanging ideas with a German-speaking development team in other projects, according to Bianca Daub. In the search for a suitable software, they quickly came across Docusnap. And when it turned out that Docusnap handles everything itself and does not outsource anything, and they had also seen how flexible Docusnap is, the decision in favor of Docusnap was clear. AccorHotels Germany GmbH is cur-

ACCORHOTELS GERMANY GMBH
and Docusnap

THE COMPANY

AccorHotels Deutschland GmbH, based in Munich, is part of the Accor Group. The company operates, owns and invests in hotels. In Germany, AccorHotels has around 340 hotels under the Sofitel, Pullman, MGallery, Novotel, Novotel Suites, Mercure, Adagio, ibis, ibis Styles, ibis budget and Adagio access brands, among others.
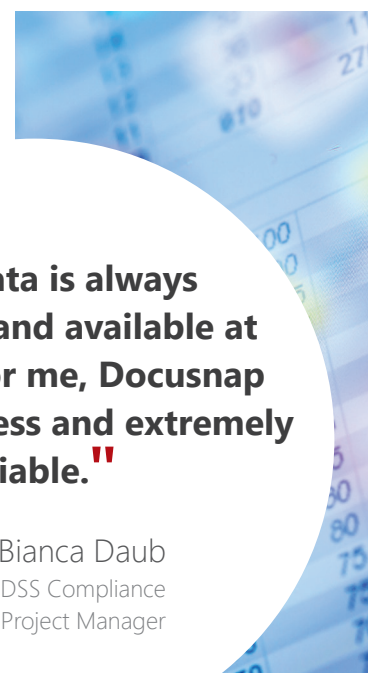
THE TASK

The PCI DSS compliance framework requires that credit card data be always kept secure. Before using Docusnap, the project team at AccorHotels Deutschland GmbH had used several different tools that were unable to sufficiently guarantee the desired data security and were not compatible with each other.

THE SOLUTION

The use of the professional Docusnap software guarantees that the data and information required by AccorHotels Germany GmbH is always up to date. With Docusnap, the team can reliably map the constellation of hardware, the software running on it, and the AD user and have this output in reports.

THE BENEFIT

Docusnap provides the team with a reliable, clear and up-to-date database. The information can also be forwarded to hotel partners in the form of reports. Thanks to its automation and functions, Docusnap provides AccorHotels Germany GmbH with a high level of data security, time savings and thus cost savings.

rently using Docusnap for Germany and Austria.

Rapid generation of reports

When asked what she likes best about Docusnap, Daub replies: "We didn't just buy the tool for internal use. From the outset, one of our goals was to be able to quickly generate a wide range of reports, both in terms of content and layout, and to make them available to our hotel partners. As part of PCI DSS compliance, both ad hoc and regular status reports have to be created, some of which serve as evidence for third parties, such as banks or credit card companies. You can't just come up with a homemade Excel file," says Daub. "I'm not an IT guy, I'm a project manager, so I assess a tool from a user's perspective. I find working with

Docusnap to be very user-friendly and extremely reliable: the menu navigation is easy to understand. I know exactly where to click. The data and its origin are clear and up to date. I was impressed by how easy it is to generate reports efficiently in Docusnap. And most importantly, the data is prepared in a clear and comprehensible way for everyone who works with these reports – me, my colleagues, and especially our hotel partners. Docusnap really is a great help for us. Aside from access, content and availability, the validity of the data is another important point. It must be clear

> **"The data is always up to date and available at all times. For me, Docusnap is easy to access and extremely reliable."**
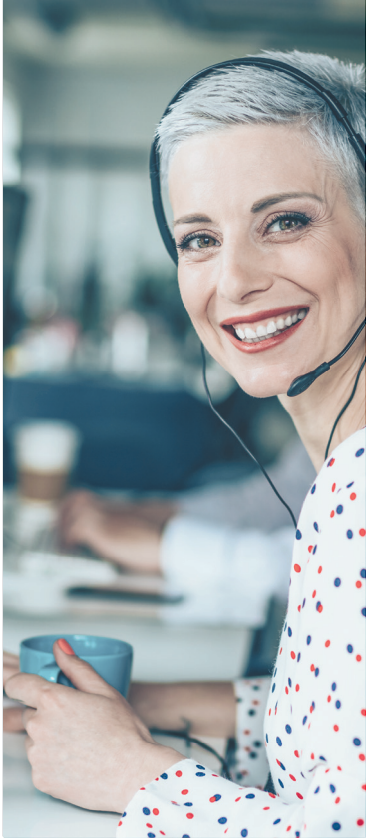>
> Bianca Daub
> PCI-DSS Compliance
> Project Manager

where the data comes from (inventory method, origin) and that it is tamper-proof. To this end, it is very helpful that all data records are provided with time stamps, which in turn can be found in the corresponding reports. All of our original requirements have been met to date."

Support is convincing

They are also extremely satisfied with Docusnap support: "What I still find great and very appealing is that I only have to say my name on the phone and the Docusnap team immediately knows who I am and which company I'm talking about. It's all very personal and you can tell that Docusnap is not a run-of-the-mill company. We have had our personal contact and project partner from the very beginning. If there is ever a problem with Docusnap, I can contact support directly at any time and it will be fixed immediately. Hats off to them!"

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