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**SINGAPORE** 8-9 May 2024

# Fortifying Your Defenses: Innovative Cybersecurity Strategies



# REVENUE OPTIMIZATION CONFERENCE

**Saurabh Prakash**

Chief Commercial Officer  
Millennium Hotels & Resorts

**SINGAPORE 8-9 May 2024**

# PURPOSE





# Transforming Cybersecurity The Millennium Hotels & Resorts Story



COMPLIANCE = COMPLACENT



# WHY?

# Hyatt Reveals Data Breach Impacted 250 Hotels: What You Need to Know

# Personal data of 665,000 Marina Bay Sands lifestyle rewards members accessed in data security breach

Some email addresses and mobile numbers were accessed in the breach, the company said.

cybernews

# IntelBroker strikes again: Accor database leaked, exposing 642K individuals

Updated on: April 10, 2024 9:13 AM

# CYBER-ATTACK SHUT DOWN IHG'S RESERVATION SYSTEM

AAHOA calls for accountability and assurances of security

By Ed Brock - September 20, 2022

# Marriott Hackers Stole Data On 500 Million Guests -- Passports And Credit Card Info Included



# SO WHERE IS THE ISSUE?

1010101000100 01 1000 0 10 1 00



1010101000 10101  
100 01 10011  
1000 0 10 10001  
011010 0010 01100  
0100100 110 01001  
11001 11001  
00 1100101001 00111

**JUST BECAUSE YOU HAVE PASSED  
COMPLIANCE DOES NOT MEAN ...**

10000101 100101 111 001 0 1 0 1110 00 10 1  
00101010 100100 010 001 1 0 1 1001 11 10 1

...THAT YOU CAN'T BE HACKED!



# SO, WHAT DID WE DO?

## STEP 1 : IDENTIFY YOUR KEY COMMERCIAL SYSTEMS





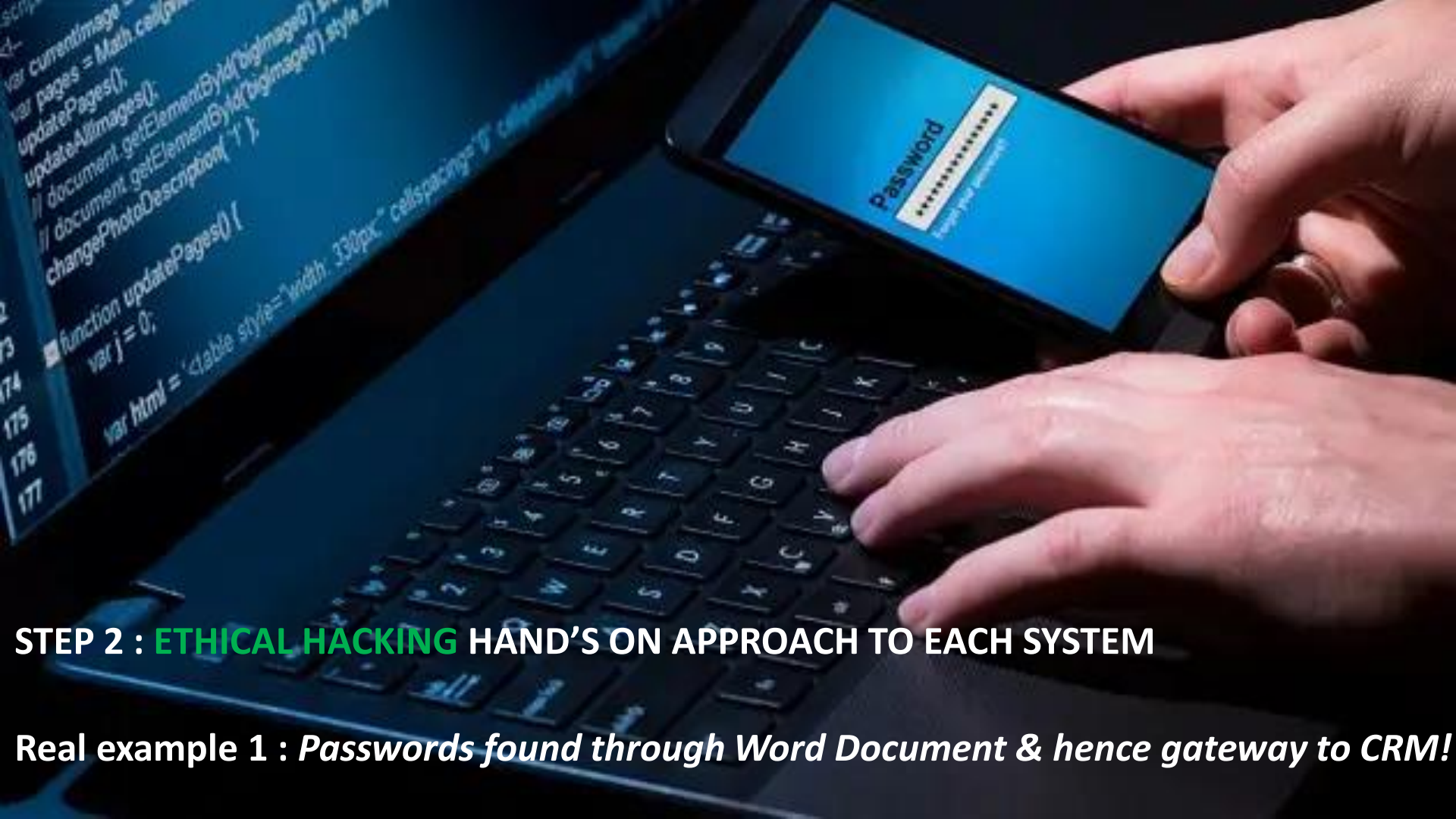
## STEP 2 : ETHICAL HACKING HAND'S ON APPROACH TO EACH SYSTEM









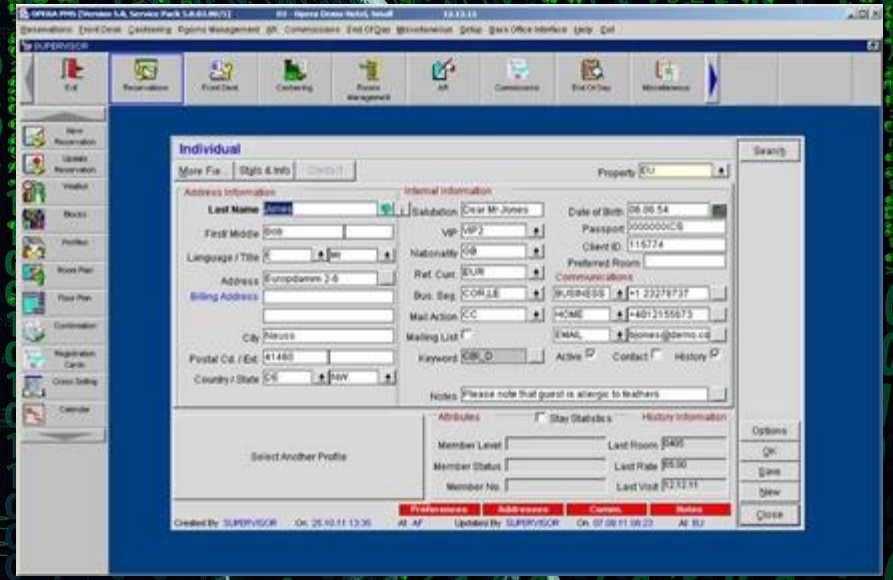


**STEP 2 : ETHICAL HACKING HAND'S ON APPROACH TO EACH SYSTEM**

**Real example 1 : Passwords found through Word Document & hence gateway to CRM!**

# STEP 2 : ETHICAL HACKING HAND'S ON APPROACH TO EACH SYSTEM

## Real example 2 : Kiosk hacked and gateway to PMS found!





## STEP 2 : ETHICAL HACKING HAND'S ON APPROACH TO EACH SYSTEM

Real example 3 : **Website code/library vulnerabilities found and hacked!**

SO, WHAT DID WE DO?

STEP 3 : **FIX** THE IDENTIFIED **VULNERABILITIES**



1.

COMMERCIAL SYTEMS  
= \$\$\$ PROTECT THEM!



2.

COMPLIANCE = COMPLACENT

3.

PARTNER WITH ETHICAL  
HACKING EXPERTS WITH  
HANDS ON APPROACH!





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