Overview

One of your legal and regulatory responsibilities as a merchant is to protect customer financial and personal data. Credit card processing requires overall protection against security breaches as defined by PCI-DSS (Payment Card Industry Data Security Standards) as well as legal and regulatory requirements. Financial penalties may include reimbursing cardholders for fraudulent charges beyond your hotel and the cost of legal, forensic analysis and reporting requirements.

To protect your investment from possible security threats, Choice launched a systemwide initiative in July 2019 to install CrowdStrike software on all computers taking physical credit card payments. Since 2019 CrowdStrike has been in use at thousands of Choice Hotels properties.

Starting in June 2023 CrowdStrike Security Services will be available to all Radisson branded hotels.

Benefits

CrowdStrike is an industry-recognized leader of security software and services providing monitoring, detecting, and prevention of cyber security threats. CrowdStrike is not just a software installation. Using cutting-edge cloud-based technologies and a team of cyber experts, CrowdStrike proactively analyzes software and network traffic from your installed computers to block possible breaches, based on known threats around the globe.

If a security breach does occur, CrowdStrike services do NOT include audit and forensic analysis, normally required by industry payment processing standards, and applicable federal, state and local laws.

NOTE: CrowdStrike works in **conjunction** with property staff security training programs and your ongoing vigilance to help prevent social engineering attacks. Your trained staff is your first line of defense in protecting your hotel from a potential security breach. Make sure that your employees are always current in their security training and understand how to spot phishing and social engineering scams.

Choice Hotels makes no guaranty or warranty that CrowdStrike and the requirements in the brand Rules & Regulations will prevent all cyber-attacks.

Getting Started

You can begin taking advantage of CrowdStrike's comprehensive services starting in June 2023 after receiving the welcome email from CrowdStrike.

All hotels will receive an email in your Radissons General Manager email account from CrowdStrike with a link to download the software. **The CrowdStrike email will include a verification code that is specific to your Choice hotel property code**. Follow these steps:

1. **Download and unzip** the installation program.
2. **Input your Choice provided property code and the verification code** provided in the email. Note that the verification code will only work for the one property code in the email.
3. **Follow the prompts to install the software**. The installation takes approximately 5 minutes per computer. Repeat the process for any computer accessing guest and payment information in Oracle's Opera PMS or choiceADVANTAGE.

Installation questions: If you have any issues during installation, or cannot locate the CrowdStrike welcome email, please send your hotel name and property code to falcon-complete@CrowdStrike.com for further instructions.

Confirm an installation: You can confirm the installation with these instructions. Any unexpected responses, try installing again or email CrowdStrike as noted above.

- Open a Windows command prompt and run: **sc query csagent** <enter>
- A successful response will include a line STATE: RUNNING