

INRY Strengthens Security for a Leading Resort Firm through an End-to-End Key Management System on ServiceNow

The Opportunity

A global powerhouse in the casino and integrated resort industry was facing challenges with personnel access management across various areas and multiple properties. To ensure the safety of their guests and valuable assets, as well as streamline operations, it was essential for the firm that only authorized personnel could access designated areas. Their existing methods of Key Distribution and Access Management were laborious and prone to audit failures. At this point, the hospitality giant prioritized not only meeting the regulatory requirements but also ensuring clear audit trails for managing keys' permissions.

To address these challenges, the customer embarked on a journey to implement an end-to-end Key Management System for optimizing key access management across multiple properties, leveraging the ServiceNow platform. INRY, a ServiceNow Elite Partner, collaborated with the hospitality leader through their CloudCover Managed Services offering, which provides on-demand ServiceNow support for further adoption of the platform. INRY's extensive experience with Application Development on the ServiceNow platform demonstrated that the customer's requirements could be fulfilled.

The Approach

The solution involved designing an application by gaining a comprehensive understanding of the existing challenges with key management, the various workflows associated with it, and the user experience.



- Founded in **1989**
- Over **44000** Employees
- Headquartered in **Las Vegas**
- \$4 Billion** Est. Annual Revenue

Within 10 weeks, the automated system was up and running.

- Key Matrix-** The new Key Management System allowed administrators to define areas of access on the properties and associate them with specific key user profiles. Authorized personnel were aligned with permissions using Access Control Lists to ensure controlled entry.

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- ❑ **Key Distribution Workflows-** Multiple workflows were developed using App Engine capabilities to address various use cases – new key creations, key access requests, and key transfers. The workflows ensured the keys’ distribution in a controlled manner.
- ❑ **Key Destruction-** The system enforced a protocol for key destruction once the keys were no longer needed to prevent their misuse.
- ❑ **Audit Management-** ServiceNow’s out-of-the-box audit management capabilities assisted with tracking changes to key metrics for increased compliance with regulations.



The Results

- ✓ **Security Enhancement:** The End-to-End Key Management System secured access to multiple areas across property locations, preventing unauthorized entry and potential security breaches.
- ✓ **Operational Streamlining:** The resort staff experienced a significant reduction in administrative overhead as the system automated key management requisition and access tracking.
- ✓ **Data Management:** Stakeholders were able to utilize dashboards for engaging in proactive decision-making using data on the Keys’ Utilization Rates, Access History, Maintenance and Replacement History, Management Costs, etc.
- ✓ **Regulatory Compliance:** Key access records supported compliance with industry regulations and internal audit requirements by collecting and storing the necessary details.
- ✓ **Guest Satisfaction:** Improved security and operational efficiency translated into a more seamless guest experience.

The hospitality leader’s strategic decision to revamp their Key Management processes on the ServiceNow platform marked a transformative step in their journey, setting new standards for guest safety and service excellence.



Fastest Growing Company



Certified Secure



**SOC 2
TYPE II
CERTIFIED**