

## CASE STUDY



### KALAHARI RESORTS & CONVENTIONS

**LOCATION:**

Wisconsin Dells, WI

**SPECIALTY:**

Full-service vacation destination company.



**"Being able to cross-map between different frameworks is huge. I don't want to have to gather the same data 16 different times."**

Tim Everson,  
Chief Information Security  
Officer at Kalahari Resorts

## How Apptega Transforms Cybersecurity & Privacy Compliance Management for Internal & External Protections

Kalahari Resorts & Conventions uses Apptega to manage a growing list of cybersecurity, privacy, and financial compliance frameworks, powering a small security team to tackle the ever-evolving security and privacy needs of both the company and its guests.

### Case Study Highlights

- With a small cybersecurity team, Kalahari was challenged to manage multiple privacy and cybersecurity frameworks for multiple facilities
- Apptega selected as the solution for insight into cybersecurity and privacy
- Manage multiple supply chain vendors by clearly defining which controls and frameworks vendors need to meet
- Save time using Apptega's document repository to eliminate the need to track down data and documents
- Quickly identify gaps in the program and assign tasks for remediation
- Shortened a financial audit process by implementing a custom framework to manage custom controls and requirements
- Reduced redundancies by crosswalking HIPAA, PCI, GDPR, and more

### LEARN MORE

Visit [www.apptega.com](http://www.apptega.com)  
for additional info.





## About Kalahari Resorts & Conventions

Kalahari Resorts & Conventions is a vacation destination company with resorts and meeting and convention facilities throughout the United States.

Like most businesses, the company is laser focused on compliance, privacy, and security standards for their internal operations, but its scope is much broader.

The company also works diligently to protect the availability, integrity, and confidentiality of their customers' data, whether that's a family on a weekend getaway or a large corporation or a group on site for meetings in the convention space.

On top of that, because their properties include on-site first responders and staff for medical emergencies, they also carry the additional complexities of ensuring HIPAA compliance.

Now imagine managing all of the frameworks, mandates, controls, sub-controls, audits, and certifications with a small cybersecurity team with one person dedicated to compliance and an array of spreadsheets and word processing documents.

That was the reality for Kalahari before it partnered with Apptega to help manage all of the moving pieces of its many and varied compliance and security frameworks.

### KALAHARI MISSION

**To improve visibility into all aspects of its cybersecurity and compliance plans, while streamlining plan management.**



## The Challenges

While the company found innovative and effective ways to manage its processes and policies through those static documents—everything from risk assessment and risk management to control implementation and monitoring—it was challenging.

A small team, with assistance and support from the IT department, was responsible for managing all of the cybersecurity and privacy compliance data and tasks throughout the company, tracking down information via shared files and phone calls to determine and manage who was responsible for what while continually seeking status updates through various manual tasks.

Kalahari knew there had to be a better way to centralize all of this critical data. How could key team members see everything in one place, with current status, without having to micromanage every step (and person) involved in the process?

The Apptega platform was selected as the solution for centralized visibility, task automation, and clear insight into all of the company's framework compliance statuses down to the control and sub-control level. Apptega's capabilities to help a single project leader coordinate tasks and responsibilities throughout the entire company.

### CHALLENGES

**Kalahari was challenged with managing multiple cybersecurity and privacy frameworks with a small team.**



## More Insight, More Efficiencies

Before Apptega, if the program manager needed to communicate compliance and cybersecurity posture with the executive leadership team or board members, there was a lot of manual document work, inputting, importing, and exporting data through spreadsheets to generate reports and attempt to build a clear picture of current maturity, gap identification, and resource needs.

With Apptega, all of that information is quickly and easily available within a single dashboard, where it's easy to either use a pre-set template to create a report or develop a customized report that meets each event's unique needs.

Now when Tim Everson, Chief Information Security Officer at Kalahari Resorts, needs to communicate upstream for support, he is able to show those executives and key stakeholders the data that matters most to them. It also simplifies building a use case for additional resources, such as tools, financial support, or additional staff or consulting services, while also demonstrating at any time just where the company stands in meeting all of its requirements.

"When it's at the executive or board member level, it's the higher-level information and metrics that are most relevant. This is where we aren't compliant—or can do better—and where we could invest funding to fix gaps," Everson said.

For example, Everson previously had challenges building a use case for an access management program. However, once Apptega was in place, it was easier to demonstrate where they had gaps, both in terms of controls and requirements, so he could demonstrate both need and value for the program—in business terms that made sense to higher level executives—to help him clearly define how the program would contribute to operational resiliency on many levels.

But it's not just about communicating upward that has its benefits. The company is also seeing improvements communicating across teams.

"Internally, working with our IT staff, we get a lot of value from the detail the platform provides," Everson said.

### CHALLENGES

**"When it's at the executive or board member level, it's the higher-level information and metrics that are most relevant. This is where we aren't compliant—or can do better—and where we could invest funding to fix gaps."**



## Managing the Supply Chain

As with many large companies, Kalahari has a vast supply chain, one that is growing as the company evolves from primarily working with vendors of tangible goods, to also adopt new technologies and operational services with digital suppliers.

The growing list of supply chain partners adds an additional layer of complexities into Everson's already demanding role. Wherein ultimate responsibility for security and privacy would fall to Kalahari, and as a result so would much of the potential penalties and complications for a vendor-related breach, the company understood the old ways of managing this through verbal communications and verified via service level agreements (SLAs) and contracts just wouldn't cut it.

With Apptega as the company's cybersecurity compliance management solution, the Kalahari team uses the solution to clearly define which controls and frameworks their vendors need to meet, create a report, hand it to each vendor and clearly define expectations and requirements.

It's all black and white now, Everson explained, adding it's helped with management consistency tremendously. It's particularly valuable when working with a growing number of new software as a service (SaaS) vendors who may not have experience in dealing with frameworks and controls such as PCI DSS and HIPAA or even more complex requirements through mandates such as General Data Protection Regulation (GDPR).

"They may not understand all the compliance requirements, but they can understand what the controls are intended to do," Everson explained.

### DID YOU KNOW?

- The HIPAA Security framework is comprised of 71 subcontrols.
- The PCI DSS framework is comprised of 251 subcontrols.
- Managed separately, these two frameworks require a total of 322 subcontrols.
- Harmonized in Apptega, these two frameworks are consolidated into 263 subcontrols – a reduction in overhead of 18%.

## Specialized Audits

Because the company is responsible for a variety of data—from personal health information (PHI) to personally identifiable information (PII) and beyond—it is subject to a variety of audits and other attestations for compliance and certifications.

For example, because the company deals with guest credit card data, PCI is one of the most important compliance frameworks it must manage. Kalahari is at Level 2 for PCI, and there is only one level of compliance higher than that.

At Level 2, Kalahari can self-audit, and this is a place that Apptega really shines. All of the company's important compliance information is within a single repository, eliminating the need to track down data and documents about controls and other requirements. On top of that, whenever an internal audit or review of the Apptega dashboard shows a performance gap, Everson can quickly assign tasks for remediation, including automated alerts and notifications so nothing is forgotten or overlooked.

In addition to common industry frameworks like PCI, Kalahari is also subject to a financial statement audit conducted by Baker Tilly. It's similar to a SOC audit that looks at financial controls and operational controls. The Baker Tilly audit has a unique set of custom controls and requirements. Before using Apptega to manage those requirements, Everson said that the audit process could be long and drawn out with multiple requests at disparate times to pull create multiple data sets.

Because of Apptega's customizable platform and flexibility, Everson built a custom framework for the Baker Tilly audits using standard features within the platform. When it's time for the Baker Tilly audit, the company has confidence it knows exactly which controls it has in place, if they're functioning as expected, and have insight into all of their remediation status and plans, both short and long-term.

So when it's time for the next audit, "It's already there. It's already set to go," Everson said. "I can quickly and easily gather the data and reports before audit time."

### APPTEGA BENEFITS

**Everson is now able to crosswalk the multiple frameworks Kalahari follow to reduce redundancies.**

## Cross-Mapping

Because Kalahari is subject to so many requirements and controls, having Apptega as a solution partner has also helped eliminate duplicate and repetitive work through the platform's Harmony tool. Because many frameworks have controls that complement others, Apptega helps the company see their compliance status within one framework and instantly determine the overlap with other frameworks. This has eliminated another of the manual tasks that was incredibly challenging to do previously via spreadsheet and shared files.

*"That cross-mapping is huge. Compliance isn't my only responsibility, obviously—I have everything else that's going on in security," Everson explained. "So, the amount of time compliance alone takes me when I don't have something like Apptega, where I can delegate and do things like that, is insane. And then, being able to cross-map between different frameworks is huge. I don't want to have to gather the same data 16 different times or for every different compliance framework I have to deal with. I want to gather it once, and if it applies to all of them, it's nice to have a tool that cross-maps them. That way, I can just pull it up and say, 'Here it is.'"*

*"That's been a big, big, big play here," he continued. "Having that ability to splice out individual framework data. Then I can say, 'Here it is. It applies to this, and we've met this compliance and it's done,' it's huge."*

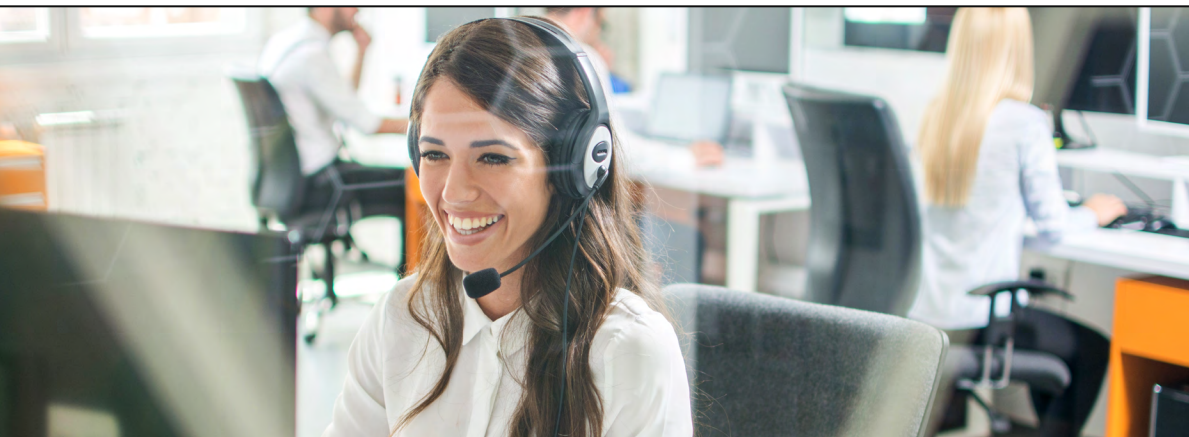
Everson loves the visibility where when Apptega says you've completed this task, it's check-marked. It's done.

Looking back at those days using spreadsheets, Everson said he'd never be able to manage everything on his own.

"I'd never be able to do it solo. I can't totally do it solo now," he said, "but the advantage of Apptega is being able to delegate and to bring in outsiders to help. With spreadsheets, it was nearly impossible."

### APPTEGA BENEFITS

**"When Apptega says you've completed this task, it's check-marked. It's done."**



## Outstanding Customer Support

In addition to all of the benefits the Apptega platform provides for Kalahari, Everson was also quick to point out just how exceptional the Apptega customer support has been.

He said that the team is always responsive and willing to address any issues or answer questions right away, including requests for platform enhancements.

That's because Apptega is always available for customer needs and takes their feedback seriously. As Kalahari scales toward the future, they're looking forward to Apptega scaling beside them. For example, Everson said he is eager to work with Apptega's API for integrations to further streamline and automate processes within the company, such as data from vulnerability assessment tools and their identity management platform.

"The more I can automate, the more time I have to get other things done," he said. "And that's even one less thing that someone else doesn't have to do. It will save hours and hours on the backend."

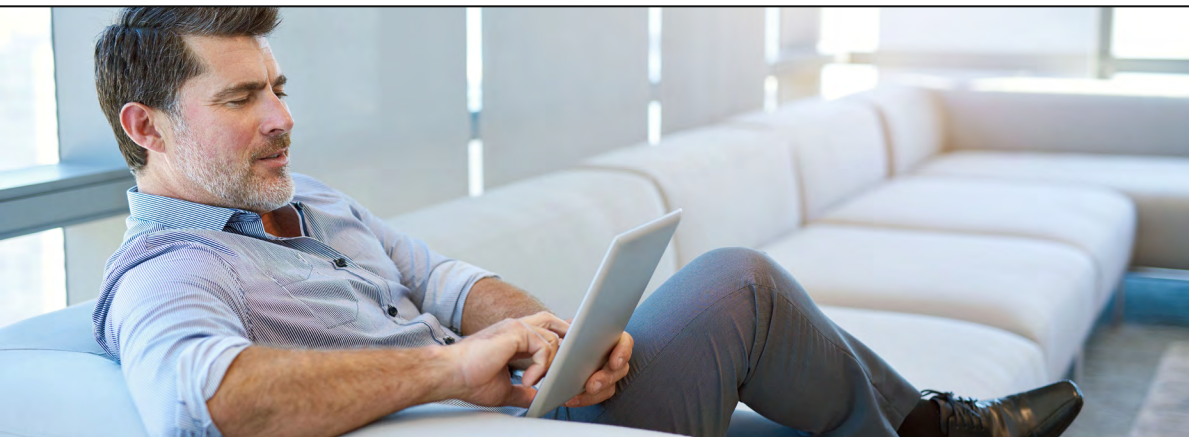
### **Is your organization looking for ways to improve efficiencies within your existing security and compliance frameworks?**

We can help you take your program maturity to the next level, all while simplifying processes and automated tasks to save you time, decrease errors, and increase your compliance confidence. Have questions or would like to see a demo of Apptega in action? Contact an Apptega advisor and we'll be happy to help.

### WHY APPTEGA

**"The more I can automate, the more time I have to get other things done."**





## Cybersecurity Management Simplified

Companies of all sizes are using Apptega to simplify the management and reporting of their cybersecurity and compliance programs.

**Watch this Video Demo to see how Apptega is used to:**

- ✓ Simplify your cyber program and ensure you are always audit-ready
- ✓ Manage workflow capabilities to assign tasks and send notifications
- ✓ Share templates, policies, and other documents for your program
- ✓ Monitor the status of tasks and receive verification updates when tasks are complete
- ✓ Monitor program compliance, including compliance scoring and scoring trends



**WATCH DEMO >**



**GET IN TOUCH**

**Apptega**  
75 5th Street NW  
Suite 2070  
Atlanta, GA 30308

[support@apptega.com](mailto:support@apptega.com)  
[sales@apptega.com](mailto:sales@apptega.com)

**888-221-3911**