CORALWARD
PRIVATE AI. ABSOLUTE SOVEREIGNTY.

PRIVATE AI · CYBERSECURITY
HONOLULU · HAWAII

FOR HOTELS, RESORTS & RESTAURANTS · HAWAII

Private AI for Hospitality

Guest data protected with the discipline of a resort opening.

Mo spent twenty years deploying and supporting the mission-critical systems behind **50+ casino resorts and 1,200+ restaurants and venues**, including names like Caesars, Bally's, MGM, Hakkasan, and Nobu. Coralward brings that discipline to Hawaii properties, at boutique scale.

The systems you run on

Oracle OPERA Cloud — the enterprise PMS — reservations, front desk, housekeeping, folios

Cloudbeds / Mews — all-in-one PMS for independent hotels and boutique properties

SiteMinder — channel manager syncing rates and inventory across Booking.com, Expedia, and more

Oracle MICROS Simphony — enterprise POS for hotel restaurants, resorts, and casinos

Toast — the dominant POS for independent restaurants (~180,000 locations)

Square / Lightspeed — POS for cafés, bars, spas, and retail outlets on property

Inside those systems: Payment card data flowing through desk, dining, spa, and retail outlets; guest names, contact details, and stay records; passport and ID numbers taken at check-in; loyalty accounts; and payroll for a large, high-turnover workforce.

61.5% of initial-access attempts against hospitality organizations exploit **publicly exposed services** — systems left reachable from the internet.

Where it can go wrong

- **Exposed systems, flat networks** — legacy PMS/POS servers, remote-access tools, and guest Wi-Fi left reachable or unsegmented are the industry's #1 way in
- **Card-data compromise** — one weak outlet can put the whole property's PCI standing — and its ability to take cards — at risk
- **Vendor outage or ransomware** — when the PMS or reservations platform stops, check-ins and bookings stop with it

What Coral Ward does

— **Cyber Audit & Review** — attack surface, network segmentation, and vendor exposure — scoped to how a property actually runs

— **Guest correspondence triage** — a private agent drafts replies to guest messages for staff approval, working from your own policies — guest data never reaches a public model

— **Ask Your Files Anything** — SOPs, brand standards, and manuals as a private assistant your newest hire can ask on day one

THE RULES YOU ANSWER TO

PCI DSS v4.0 — mandatory since March 31, 2025 for anyone taking cards — no size exemption · **Hawaii HRS Chapter 487N** — breach notification; notifying 1,000+ people also means notifying the Hawaii Office of Consumer Protection · **Brand standards** — flagged properties answer to chain technology and security requirements as well

Begin with a complimentary discovery call

30 minutes with Mo — how AI is already being used in your business, and what it looks like done privately. No obligation.

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Statistic: Trustwave SpiderLabs, 2025 Risk Radar Report — Hospitality Sector. Coralward is a boutique consultancy; this overview is general information, not legal or compliance advice. © 2026 Coralward, Honolulu, Hawaii.