

A DB COMPUTER SOLUTIONS CASE STUDY

RADISSON BLU HOTEL & SPA, LIMERICK IT MANAGED SERVICES DRIVE EXCELLENCE

Industry

Hotel & catering

Company Size

130 employees

Challenges

- Fully manage and support critical IT systems, applications, and data to maximise uptime
- Deliver deep knowledge of future IT requirements
- Deliver dependable, reliable service every time.

Solutions

- IT Managed Services from DB Computer Solutions
- 24/7/365 support with assigned engineer
- Remote support
- Ongoing data backup / security / hardware / application support

Results

- Dependable constant support maximises vital IT systems uptimes
- Quick response in the event challenges strike
- Continuing health checks and backup procedures to fully secure infrastructure and critical data
- IT Managed Support Services pays for itself with substantial cost savings
- Ongoing support meets new needs and future-proofs investment

To escape the bustle of the city, many search for quieter locations offering verdant parkland and facilities of excellence. The Radisson Blue Hotel & Spa, located just outside Limerick City, provides just that. With 154 rooms, large conference facilities including 3 meeting rooms, banquet services for up to 400 people, a spa centre, and running / walking track – not to mention the tranquility of surrounding parklands – the Radisson Blu prides itself on the welcome it extends to business guests and other travellers.

The hotel's IT infrastructure and related applications and datasets are vital to its operations. Without them, service excellence would be almost impossible to deliver – which is why 24/7 IT infrastructure management is so critical to its mission of service excellence.

CHALLENGES

Radisson Blu Hotel & Spa Limerick delivers vital guest and related hotel services with state-of-the-art LAN infrastructure. Critical applications drive required workflows: Opera hospitality software works to increase hotel productivity and efficiency. HR applications manage important staff-related functions. Point of sale, spa, telephone interface applications, an accounts package, email services, and related applications empower the hotel to provide seamless services to both guests and the employees who serve them.

In total, IT infrastructure manages almost 2 TB of mission-critical data as well as related servers. If data becomes unavailable due to computer-related outages, service excellence is jeopardised.

“If our IT systems and related data are compromised, hotel staff would find it very difficult to function,” explains Dominic Macken, Radisson Blu Hotel & Spa, Limerick, Financial Controller. “For that reason we rely on best-practice methods to guide and protect our IT systems and capabilities.”

For over 12 years, Dominic – who is also responsible for IT infrastructure – has chosen to partner with a local IT company to support and manage the hotel's systems.

“We chose DB Computer Solutions, the Limerick-based IT solutions provider, to fully manage our IT systems,” says Dominic. “We've kept them onboard throughout that 12 year period for a number of reasons. But the biggest is we trust them implicitly to maintain the health of our IT infrastructure, and to recommend best-practice hardware and related processes to achieve that.”

CONTACT US TODAY

To learn more about DB Computer Solutions and our wide range of capabilities, please contact us:

Limerick: (061) 480 980 | Cork: (021) 233 9 129 | Dublin: (01) 905 2 429 info@dbcomp.ie www.dbcomp.ie

THE SOLUTION: FULL SERVICE MANAGEMENT

DB Computer Solutions provides almost all IT Managed Services the hotel needs to drive and protect its systems, applications, and datasets.

- Centralised Hands-on Service – when Radisson Blu Hotel & Spa Limerick was considering the appointment of DB Computer Solutions, they had one non-negotiable item on the table: they insisted that their IT systems were managed by a single person. DB Computer Solutions responded by assigning a single hands-on IT engineer who today has intimate knowledge of all hotel systems, applications, datasets, and best-practice compliance requirements.
- Deep Resources – yet Dominic also knows that should the hotel's assigned engineer be unavailable DB Computer Solutions has a team of trained engineers available who also have a full understanding of the hotel's needs, and can respond at a moment's notice.
- 24/7 On-Call Service – the hotel never closes and neither can its infrastructure which is why DB Computer Solutions drives IT facilities management service 24/7/365 support and on-site call-outs.
- Remote Support – for more minor requirements, Dominic relies on DB Computer Solutions Remote Support. A wide range of tasks including set- up of new passwords, remote health checks, and related requirements are quickly expedited.

“ DB Computer Solutions gives us everything we need – and more than we expect. That indicates the measure of trust we’ve enjoyed all these years. ”

Dominic Macken
Financial Controller, Radisson Blu Hotel & Spa Limerick

- Hardware Roadmapping and Supply – today the hotel depends on DB Computer Solutions engineers to recommend state-of-the art hardware and related processes to maintain cutting edge IT services.
- Backup and Security – DB Computer Solutions conducts full pre- scheduled backups to fully protect the hotel's vital data. In addition, it has deployed – and fully supports – a wide range of security measures to secure vital applications and data including firewalls and associated anti-virus software.
- Health checks – additionally, DB Computer Solutions pre-schedules deep IT infrastructure health checks. These work to check the viability of all hardware, ensure backups are in order, and identify required software patches and updates.

“DB Computer Solutions acts as the IT systems manager for almost all of the hotel's IT requirements,” Dominic says. “We depend on their partnership for everything from password creation for new employees, to ensuring we are fully compliant with Radisson corporate IT security requirements. That demonstrates the deep trust we have in DB Computer Solutions.”

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SUPPORTING 24 HOUR SERVICE EXCELLENCE

Because the Radisson Blu Hotel & Spa Limerick works around the clock, so too must its IT infrastructure. Disruption to workflows or denial to data applications is not acceptable. However, when on the rare occasion IT issues strike, Dominic knows he can depend on DB Computer Solutions for quick response.

“A few years ago malicious malware managed to get past our firewalls. We realised we were locked out of our critical applications. Our DB Computer Solutions engineer responded instantly,” says Dominic. “He quickly found the root of the problem, repaired it, and got us back up and running. Without DB Computer Solutions we could have been facing a night-mare scenario.”

To counter future threats, DB Computer Solutions has recently recommended another best-practice method to secure data and applications in the face of new malicious threats. “We are now considering a belt and braces approach where we will be backing up data to two fully secure targets, one onsite and one offsite. Once implemented, we’ll have 2 full backup copies of every server, every day.”

INCREASED PRODUCTIVITY PAYS FOR ITSELF

Dominic recognises that due to the reliability and diligence of DB Computer Solutions IT Managed Support Services, he can stop worrying about IT infrastructure and instead focus on other critical hotel operations.

“If we didn’t have DB Computer Solutions, I know we’d have to hire a full-time individual to look after our IT infrastructure,” Dominic observes. “But we would also have to train in another person to look after systems during holidays or in the event our IT expert was otherwise unavailable.

“DB Computer Solutions allows us to be more efficient. Their services pay for themselves because we are not incurring the expenses we’d have to with in-house IT support administration.”

FULLY RECOMMENDS

Dominic states that he fully recommends DB Computer Solutions to others who require reliable IT infrastructure management support. “DB Computer Solutions is reliable. They have deep knowledge. They can handle a range of companies, from the smallest to the biggest. They have worked hard to make our IT systems their own.

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