

“ We chose NCI as our IT Service Provider primarily due to the range of skills and solutions that NCI have to offer and secondly, because they’re based in the South West. We believe that having NCI on our door step will benefit us in terms of major incidents and getting staff on site if needed. As our IT Team only consists of 2 members of staff, having NCI as our IT Service Provider allows us to fill in missing gaps within our knowledge and also provides us with the necessary manpower and resources to keep our network, which spans across two busy hotels, up and running. We have been delighted with the friendly and knowledgeable approach that all the NCI technicians provide when we contact them. ”

Reece Elliott
IT Technician for
Red Hotels

BEDRUTHAN

the Scarlet



▶ Summary

Bedruthan Hotel and Spa is part of The Red Hotels group along with its sister hotel the Scarlet. Bedruthan Hotel and Spa is a beautiful, family oriented hotel in Mawgan Porth, Newquay, and has been cherished by two generations of the same family for over 50 years. The hotel caters to the needs of its guests around the clock and provides an elegant setting, excellent service and luxury facilities including pool, spa, restaurant and bar.

The group were looking to outsource some of their IT management to ensure the gaps were filled in their systems and knowledge. NCI have a strong reputation and were selected by the hotel due to their expertise and because they’re based locally. NCI’s team adopted management of the hotel’s IT security, backup, servers and broadband, and provided support over extended hours. Their IT service and expertise proved to be a reliable and valuable asset to the hotel.

“ We have recently found the IT provisioning easier after NCI launched their new quote system. It is much simpler now to request a quote and within a few hours you will have the quote to hand ready to digitally sign.

We like this feature because it's a more sustainable way rather than printing off paper, signing and returning it to NCI which is against our core sustainable values. It is also re-assuring to know that NCI are moving forwards with new systems that provide a quick and easy provisioning experience. ”

Reece Elliott
IT Technician for
Red Hotels

▶ Problem

The most important part of the business for the hotel group is the delivery of round-the-clock, excellent customer service which includes operational efficiency underpinned by a comprehensive IT system.

The proprietors of Bedruthan Hotel and Spa were concerned that their front-of-house checking-in system, and the data stored on their server could be in jeopardy if they experienced an IT issue, such as a virus or database crash. The latter could spell chaos for staff and customers. Therefore, the hoteliers were keen to put in place IT security measures that would support the hotel's ability to deliver to its high standards.

▶ Solution

The Directors of the hotel needed an IT provider who also recognised and delivered to high standards. They approached NCI, based on the company's strong reputation and proven track record. The team of technical consultants at NCI met with the Director of the hotel group to evaluate their IT system and networks. The team made an initial assessment of any IT vulnerabilities from which it was possible to identify the potential risk areas should the system or networks fail. It was clear that system security and protection, regular and reliable backup and quick recovery of data is critical to the group and needs to be robust, reliable and responsive. Therefore, the following solutions were proposed.

IT Support Contract 'ProSupport'

This comprised both managed anti-virus and firewall protection software with 24/7 automatic monitoring of their systems and manual intervention, where needed. This way, potential attacks can be immediately identified, quarantined and the offending files or applications ideally eliminated as part of a proactive defence. In addition, an email filtering service was also provided to act as a further barrier to potential viruses and other threats entering the system via an opened email.

Server Backup and Disaster Recovery (BDR)

Each hotel had its own server located on site, from which, they ran the reception desk software, so customers could check in and out. NCI adopted the management of the servers to ensure their protection and smooth running, including regular updates and data capacity management, where required. In addition, a Backup and Disaster Recovery server was added to support all servers at the Bedruthan Hotel and Spa and the Scarlet Hotel. A further backup server was located, off-site in a separate building, to minimise the risk of data loss as part of their disaster recovery policy, covering events such as fire and theft.

“ When it comes to sourcing new equipment, NCI’s prices are reasonable. We say what our requirements are and they offer the best solution with scalability always in mind.

We enjoy the installation service that they provide because as much as we like getting our hands on the latest equipment to play with, we are always on the next high priority job and therefore we can’t afford to spend a morning installing new equipment. We have the upmost trust with NCI to ensure that the job is done correctly to the best standards.”

Reece Elliott
IT Technician for
Red Hotels

Extended Hours Support

Since the hotels operate around the clock, it was important that IT support could be made available, as and when needed. NCI’s IT service also covered the time outside of normal business hours to minimise any impact on the hotels if the IT system is out of action, as this could lead to costly ‘business downtime’.

Broadband

NCI managed the broadband upgrade so that the hotel could operate on a faster, more reliable connection that could support multiple user access at the same time. Offering this facility to its customers is a necessary part of the hotels’ excellent service and should therefore meet customer expectations and demands. NCI performed a local search to identify the optimum internet connections available to the hotel and this resulted in an unlimited fibre to cabinet (FTTC).

► Outcome

When the Bedruthan Hotel and Spa experienced a database crash, NCI’s BDR system was immediately there with the safety net! The database had tripped over itself when running the line-of-business application; the reservations and check-in system. The backup server was very quickly spun into action to recover the data, and systems were restored within the hour.

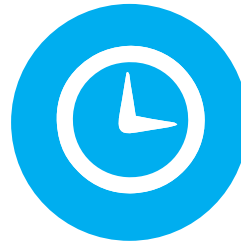
Similarly, and on a different occasion the hotel’s point-of-sale system failed when its server crashed which could have resulted in lost sales. However, the BDR system flew into action again retrieving lost data and restoring normal trading in under 30 minutes!



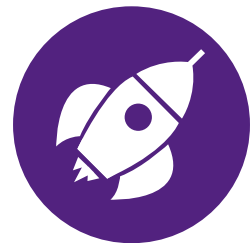
**IT Support
Contract**



**Backup &
Disaster
Recovery**



**Extended
Hours**



Broadband

The Technologies

IT Contract and Support:

Server and Firewall support

Extended Hours Support

Antivirus and Email Filtering

Broadband

Managed BDR (Backup and Disaster Recovery)

Take a look!

The Next Steps

Integrating a virtual 'Hyper-V' server along with a physical server will add a further security measure to assist by automatically replicating data and files. The virtual server can automatically start-up within minutes, to provide an immediate backup server facility in the event of the failure of the physical on-site server. This provision will reduce the reliance on manual intervention and will speed the response times thus, helping to keep the hotel operating at a high level of efficiency while constantly protecting vital customer data.



NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.

