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Summary

Client

Village Hotels

Industry

Hospitality

Size

33 hotels + Head Office,
4100 employees

Internal IT Team

3

Support

Service Desk, 24*7

Since

1995



The Client

Village Hotels are made up on 33 Hotels in all major cities across the UK – for business or Leisure.

Village Hotels are a lifestyle destination filled with modern tech, great food & drink, state-of-the-art gym and pool, tribute nights and celebrations, shared workspaces and great meeting and event facilities.

Initial Requirements

CMS has been working in partnership with Village Hotels, VC Owner, since 1995, having maintained the relationship through the acquisition from DeVere and Village Hotels.

CMS provide IT Support services 24*7*365, working with the internal IT team to remove the 'daily churn' enabling the team to focus on strategy and driving the business forward.

CMS Solution

Alongside the IT Support Services and 3rd party management of all IT vendors e.g. PMS/POS - CMS also provide a number of key solutions include:

- Automate RMM.
- Splash Access WIFI Captive portal.
- DarkTrace for network, device security.

Feedback

Dan Morley, Head of IT Infrastructure and Service Delivery at Village Hotels

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Joanne Stanford, IT Director at The De Vere Collection

“CMS is a strong partner that is able to provide technical consultancy, as well as implementation and subsequent support.

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