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Summary

Client

Sea Containers Hotel

Industry

Hospitality

Size

1 hotel, 359 rooms, 400 employees

Internal IT Team

2

Key Technologies Deployed

Veeam, Office 365, SharePoint, HPe SAN, Meraki Switches.

Support

End Users, 3rd Parties, Projects

Since

2018



The Client

Situated on the banks of the River Thames, and under the creative direction of renowned British designer Tom Dixon, the hotel captures the essence of 1920s cruise ship glamour integrated with the modern twists and sophisticated design.

The hotel benefits from a spa and fitness centre, cinema, meeting and events rooms. On top of that you can wine and dine at their Sea Containers restaurant, Dandelyan bar, or of course, their famous rooftop Rumpus Room featuring panoramic views over London.

Initial Requirements

Sea Containers needed an improved level of IT support so that internal IT could be freed up to focus their efforts on the demanding, fast-paced projects to put the hotel at the high standard the hotel represents.

CMS Solution

After speaking with some of our clients for references, Paul Rasche agreed that CMS was the right partner for them. We put in our Service Desk support which manages all end-user issues 24*7, this includes any 3rd party issues. CMS have also been able to assist by consulting on various projects such as changing the backups to Veeam, installing a new SAN and switches, setting up a new Office 365 environment, setting up SharePoint and more.

The result – Paul is now better able to focus on driving the business forward. IT Support is handled, and he has a team of consultants to hand.

Feedback

Paul Rasche, IT Director at Sea Containers Hotel

Would you recommend CMS Group?

“Without a doubt, any business taking support from CMS would benefit.”

How would you describe the CMS Support offering?

“CMS support has been first class; no issue is too difficult, and all are actively managed through to resolution.”

How do you think CMS compares to previous providers?

“Our previous provider offered little support compared to CMS, this cause frustration and loss of faith in IT. CMS have restored faith from our teams.”

How has using our solution been so far?

“It is a simple process to telephone or email requests to CMS, calling in an issue guarantees you speak to an engineer capable of resolving your issue very quickly.”

How do you find the communication with CMS?

“There was an initial challenge as our property was used to only emailing tickets, whereas CMS prefer calls as you are directly connected to an engineer who can assist. After a couple of weeks, the property became used to the process and it is now a seamless process.”

What results have you seen?

“The first months showed an unexpectedly high number of tickets, from there on in there has been a sharp drop in the volume of tickets, this can directly be attributed to CMS and their knowledge base.”

Can you describe why you were looking to change, and why you chose CMS?

“I identified a real need to have someone to manage first line support tickets to allow an effective process of managing staff IT tickets and expectations. CMS was recommended to me as a potential option against similar market offerings.”

How has CMS’s product benefitted you and your team?

“CMS have allowed me to dedicate my time to bigger ticket items such as projects, knowing the business is in safe hands and the teams have confidence and trust that the problems when they occur, are dealt with quickly and efficiently.”