



*“Outsourcing our service desk allows our internal IT staff to focus on other areas - concentrating on projects and strategic initiatives to deliver business growth.”*

## Summary

### Client

Apex Hotels

### Industry

Hospitality

### Size

10 hotels + 2 Sites,  
775 employees

### Internal IT Team

5

### Support

Service Desk, 24\*7

### Since

2018



## The Client

Apex Hotels is a family-owned collection of ten hotels in London, Bath, Edinburgh, Glasgow and Dundee - some of the UK's most popular cities. Each contemporary hotel has individual character just like the different members of any family. But whichever Apex you choose to stay at, you'll experience an authentic, warm welcome tailored for you.

Each Apex Hotel is centrally-located in the heart of the city. Stylish, spacious contemporary bedrooms, restaurants and bars, and impressive event spaces and spa facilities make our hotels the perfect base for your business, leisure or family friendly stays.

## Initial Requirements

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Apex Hotels traditionally provided IT support Internally, however in order to free up the Apex IT team for more strategic/project-based work, they selected a third party to provide the service. Unfortunately, the quality of the support was not up to standard and this resulted in Apex internal IT getting involved, thus defeating the objective of freeing up IT for more important projects.

## CMS Solution

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After speaking to our clients, Apex decided CMS Group were the best fit partner for them. We put in 24\*7 service desk support (fully managing 3<sup>rd</sup> party issues). Internal IT is now working heavily on projects delivering real value to the business. Due to the success, Apex has increased the remit to CMS such as handing over scheduled infrastructure tasks (carried out out-of-hours), user admin, onsite presence days and are reviewing the IT roadmap to see how our Professional Services can help.

## Feedback

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**Chris Wilson, Head of IT at Apex Hotels**

### **Would you recommend CMS Group?**

“CMS are highly professional and work to find the best solutions for their clients. We would definitely recommend them to others.”

### **How would you describe the CMS Support offering?**

“CMS have always given us great service. We have always found them to be highly efficient, customer focused, friendly and respectful.”

### **How do you think CMS compares to previous providers?**

“CMS take a no problem approach to their IT Managed Services. They are keen to become an extension of the internal IT team.”

### **How has using our support been so far?**

“It has been over 6 months that we have outsourced our service desk to CMS – the transition was very easy and simple, and we have found the CMS staff to be both knowledgeable and professional in their dealings with our users.”

### **How do you find the communication with CMS?**

“CMS are very approachable and the management wrapper they provide is superb.”

### **What results have you seen?**

“A huge reduction in calls hitting our internal IT team alongside a high standard of first time fixes being achieved.”

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

“We were looking for a much more consistent and flexible approach to supporting the business. CMS were able to provide this vs the incumbent.”

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

“Outsourcing our service desk allows our internal IT staff to focus on other areas - concentrating on projects and strategic initiatives to deliver business growth.”