



“For any operators looking for a hospitality centric IT support and solutions provider, that will actually become part of your extended team and not just another faceless contact for your staff,
CMS should be the first call you make, top of the list.”

Summary

Client
English Lakes Hotels

Industry
Hospitality

Size
5 Hotels

Internal IT Team
1

Support
Full Support (24/7/365), 3rd Parties, Projects,
Strategy

Since
2020

English Lakes
Hotels Resorts & Venues



The Client

English Lakes Hotels Resorts & Venues is a dynamic family run group that includes world class Low Wood Bay Resort & Spa located on the shores of England’s largest lake.

The Wild Boar a traditional Lakeland Inn also close to Windermere set in its own 72-acre private woodland. In North Lancashire there is Lancaster House Hotel which is ideally located to explore the historic city of Lancaster or the iconic art deco hotel The Midland with beautiful views across Morecambe Bay.

Initial Requirements

Full IT Support, due to an underperforming incumbent, which forced internal IT's time being absorbed assisting the provider, and not best able to focus their time on higher value work. Plus, an initial project to replace all workstations across the estate and consult on the IT strategy going forward (including the likes of Line of Business applications such as Opera, telephony, etc.).

Feedback

Harvie Rollins, Head of IT at English Lakes Hotels

Would you recommend CMS Group?

“Yes, without any reservation. For any operators looking for a hospitality centric IT support and solutions provider, that will actually become part of your extended team and not just another faceless contact for your staff, CMS should be the first call you make, top of the list.”

Why were you looking for a change, and why did you choose CMS Group?

“English Lakes had experience of outsourced IT service desk support for a few years prior, but this fell short of expectations and the levels of service delivery that had been agreed. We needed more than just someone capable of fielding calls and e-mails, someone that would take ownership of a request through to completion, CMS do this consistently.”

How would you describe the CMS Support offering?

“They are a part of the team, simple as that. They provide confidence to our staff to know that there is always someone available to help them, whatever the request may be.”

How do you think CMS compares to previous providers?

“CMS are flexible and adaptable, focusing on results and being proactive. They are happy to adopt internal IT procedure where appropriate, knowledge share and are open to ideas to improve processes.”

How has using our solution been so far?

“Communication with CMS is very good. They happily respond to our user teams by whatever medium is their preference, be it phone, e-mail, instant messaging, remote agent or web portal.”

How do you find the communication with CMS?

“This is the value-added bonus to the package. Very useful having a resource that can listen to ideas and business challenges, that has experience of best practise solutions from industry, whilst at the same time being very familiar with the systems and stakeholders in place (as they are supporting them on a regular basis).”

What results have you seen?

“Our company users have a much greater confidence in the IT support they now receive, knowing they can talk to someone who not only is familiar with the IT tools they use to carry out their work but how they use them.”

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

“Getting more time and space to look at how technology supports and enables all aspects of business processes. Knowing there is a capable team keeping the IT wheels on and putting out fires when needed allows you to do this.”