PT SOLUTIONS HELPS THE GRESHAM HOTEL DELIVER THE SERVICE ITS GUESTS EXPECT

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The Background

The Gresham Guest House is a family owned and run hotel occupying a central position in Weymouth's historic esplanade. Constructed during the Georgian and Regency periods, the long, continuous arc of buildings faces Weymouth Bay, with its wide, sandy beaches and stunning sea front. The listed building was originally a gentleman's residence, constructed in 1827.

The Gresham has recently been awarded 4 Stars by Visit England and Louise Matthews, owner of The Gresham, was determined to deliver the best service she could in every aspect of the business. Like many small businesses, The Gresham relies on its IT infrastructure to support both the operation of the business, and the service delivered to customers.

For Louise Matthews, this meant having a reliable and efficient cloud-based booking and accounts system, as well as all the usual email, office applications, website support, and internet connectivity for the business and its guests.

The Challenge

The building itself presented a challenge. The age and configuration of the rooms created zones where Wi-Fi was limited and the systems in place were proving inadequate.

Unfortunately, the IT infrastructure set up by The Gresham's existing IT support provider left a lot to be desired. The issues that repeatedly caused frustrations for both Louise and her guests were not getting resolved and the incumbent IT support provider seemed to lack both the knowledge and the motivation to resolve the problems.

Not only was this situation causing issues with the business operations, but several of The Gresham's guests complained about the signal strength and stability of the Wi-Fi connection within the hotel. The time had come to bring in some expertise. To identify where the issues lay, and to provide a plan for resolving them while improving the efficiency of the hotel and ensuring that all data held and managed was secure.

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The Solution

Louise called in PT Solutions in the hope that her IT infrastructure could be set up and supported so it could become a real business asset, rather than a source or stress for her, and irritation for her guests.

PT Solutions ran an audit which checked the office computers, as well as personal laptops, for effective anti-virus and cloud backup. All cloud-based systems used for accounts and bookings were checked to ensure that data was safe from theft and disaster, and that licenses and subscriptions for email, office applications, domain names and website were updated.

Having identified an internet router/ modem/hub that was not managed or monitored, PT Solutions replaced this immediately. Using a separate router, a fault on the broadband line was identified and escalated to the ISP (Internet Service Provider) for resolution.

All systems were checked and configured for maximum performance, and signal strength was checked throughout the hotel. In addition, The Gresham has access to the PT Solutions help desk support team, giving peace of mind that any further issues will be identified and resolved quickly.

The Gresham is actually very similar to many other small businesses that are able to access the IT expertise PT Solutions delivers through its 'block time' support packages. These allow small businesses to buy blocks of support time they can call on as and when needed. By purchasing a small block of time in advance, at discounted rates, these

businesses get priority access to help desk support to fix smaller issues, but can also use their allocation of time for consultancy, more complex issue resolution, or any other IT or communications challenges they may be experiencing, without the need to sign up to a lengthy support contract.

The Result

The result of the intervention and changes implemented by PT Solutions is that The Gresham's IT systems are running at maximum speeds, delivering increased efficiencies and better performance. The Internet speed greatly increased throughout the building and the signal uptime was stabilised. In fact, dropouts stopped completely.

In addition to an effective IT infrastructure that is a pleasure to work with, The Gresham now enjoys very fast response times from the PT Solutions help desk support team and the comfort that they are getting excellent and very responsive support whenever needed.

Louise Matthews is delighted; "Our guests consider fast and reliable internet access over Wi-Fi to be a basic necessity, and we can now provide that. Our business now runs more efficiently and securely, with core business applications held safely in the Cloud, and we have access to IT support for the business whenever we need it. PT Solutions have been brilliant. Their response times are excellent, as is the advice we are given. This was something that was lacking before, and I am really pleased we made the switch to them".

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Page **2** of **2**