



Energising the IT capabilities of a major hospitality firm using Azure



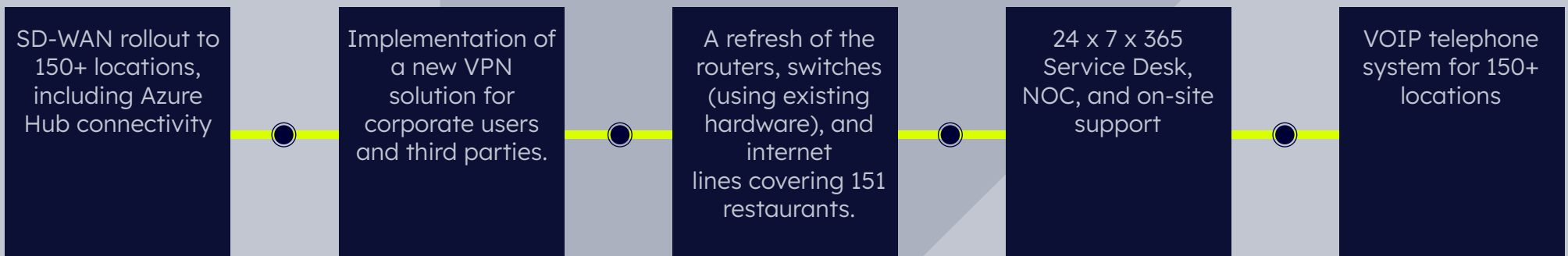
Case Study

To demonstrate the scale of the hospitality group's projected plans, we needed to deliver a migration strategy encompassing the entirety of the organisation's network, comprising of:



Exercising such a large-scale migration project with little/no accommodation for operational disruption required our team to devise an effective technology roadmap. Our solution featured AVD and Modern Workplace at its core, sustaining the workload of maintaining core business functions ahead of any further updates to the network infrastructure.

Atech's hospitality digital transformation & technology roadmap summarised:



Investment in digital transformation initiatives within the hospitality industry reached a staggering **\$13.9 billion** worldwide in 2020 (up from **\$6 billion** in the previous year).

The uptick in IT spending resulted from firms racing to ensure that their networks could manage dramatic increases in usage demand in light of public health restrictions. To demonstrate, research from OECD found that global demand for broadband and IT systems increased by 60% through the pandemic.



But even now that most public health measures have been rescinded, experts predict hospitality leaders will continue to increase IT investment by a CAGR of 13.14% until 2025.

In line with increased demand for high-tech solutions, a major hospitality group wanted to refresh its IT network to rebrand the business. Like many other players in the hospitality sector, they saw digital transformation as a means to thrive despite challenging economic periods. They sought to create an IT environment that allowed for scalability, agility, and flexibility within its business model.

The Challenge

Whole-scale IT modernisation is becoming increasingly necessary for hospitality businesses. Our client is no different, as it had previously operated in a large, disparate IT environment. Subsequently, the multinational restaurateur faced significant IT security and integration challenges.



For instance, the company's legacy networks and aging hardware were proving unreliable and difficult to fix or replace when there were issues. Plus, IT environment variations—mainly where endpoints and user collaboration were concerned—also exacerbated the company's existing network security concerns.

The company's databases contained large quantities of sensitive data. So, our team also had to ensure complete regulatory compliance and business continuity for the duration of the migration project, with no instances of downtime.

The Solution

An initial network transformation pilot project was developed for six business locations, helping to determine the impact on broader business continuity.

Once we tested and implemented the new networks, we established low-touch IT environments using Microsoft 365 Virtual Desktop. We also simplified device control using Microsoft Endpoint Management tools.

Installing Azure VPNs to enable third-party connectivity and refreshing the business' hardware (routers, switches, internet lines) was also crucial. Doing so helped us deliver a comprehensive computing solution for our hospitality client.

Our pilot network update project forms part of a broader company modernisation and digital transformation strategy. A strategy where security, cost efficiencies, and performance are placed at the heart of operations.

Read part two of our hospitality client case study to learn more about our work in establishing hosted desktops and managed Security Operations Centre (SOC) services.



The outcomes

Executing a fully auditable and flexible IT environment from Microsoft 365 Virtual Desktop ensured the business' systems were capable of evolving with the brand's long-term needs.

Our work in energising the firm's IT capabilities with Azure made for a more resilient organisation, due to the increased visibility and scalability of the digital environment.

Our involvement in the firm's digital transformation project enables the company to maintain ubiquitous connectivity between hyper-distributed systems and users.

We also played a fundamental role in ensuring the firm can optimise operations across all site locations, synchronising actions and processes from one central management interface.

We empower company leaders to make the best of their resources and improve their preparedness to meet the increasing demand for digitised workplace systems.

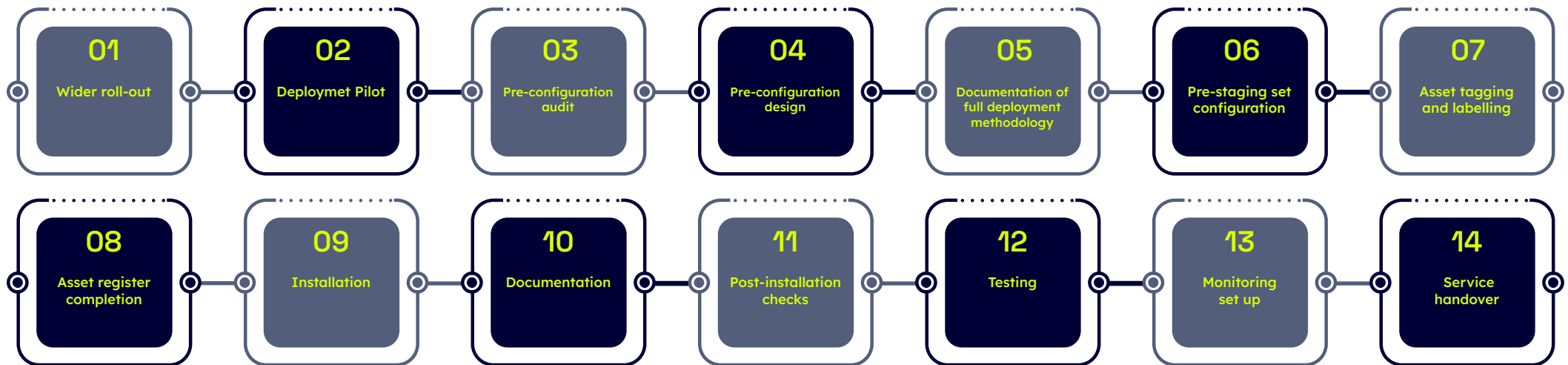


Gain expert support for your Azure cloud connectivity needs with Atech

We're an expert partner in enterprise IT solutions with a host of Microsoft certifications - including an advanced qualification in Azure Virtual Desktop.

As Microsoft Partner of the Year awards finalists in endpoint management, we're accountable technology partners, providing businesses with considered and well-controlled cloud migration strategies.

Project methodology



Get in touch to learn more about our integrated Microsoft solution suite and see what we can do for your business today.