

# Working alongside the Islands Premier 4 Star Hotel

## Dedicated team delivers IT solutions on time and within budget



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***Gemma Atkins  
Lakeside Park Hotel & Spa***

### Lakeside Park Hotel & Spa – Embracing the mood of the Island

The privately owned Lakeside Park Hotel, is the Island’s Premier 4 star Hotel. Offering unrivalled facilities with modern and quality designed accommodation, ideal for both business and leisure. The stylish Brasserie, overlooking a stunning and picturesque lake, provides smart yet informal dining for up to 100 guests and offers the very best of Island produce.

The hotel benefits from one of the best Spas on the Isle of Wight, offering an indoor pool, sauna, steam room, Jacuzzi and health & beauty treatments and is also a perfect venue for weddings and private functions with a reputation for friendly and personal service. The hotel also boasts its own helipad for arriving VIP guests.

### The Challenge

When development of the Lakeside Park Hotel & Spa was being completed for the launch in August 2008 an IT partner was needed to work closely with the architects and hotels owners to ensure full integration of IT infrastructure and services across this hotel, including Reception and Offices, Public and Dining Areas, Leisure and Spa Facilities, 5 Conference and Meeting Rooms and all 44 Guest Rooms.

As with any modern business employing over 100 staff there was to be a high reliance on IT to support everything from reservations, finance, time and attendance through to specialist hotel, spa and conference software in addition to guests wishing to access the Internet. In addition, the new hotel would accommodate offices for the hotel group placing additional importance and demands on IT services.

With such high demands, the new hotels IT needed to be both robust and reliable in addition to secure and well supported due to the hotels 24 hour a day operations.

PC Consultants were already well known to the management team at Lakeside Park Hotel & Spa through their work with Yelf’s Hotel in Ryde, one of the oldest original coaching inns on the Isle of Wight that is part of the same private hotel group. With a proven capability and high standards of service PC Consultants became the natural partner of choice to work with this latest hotel in the group.

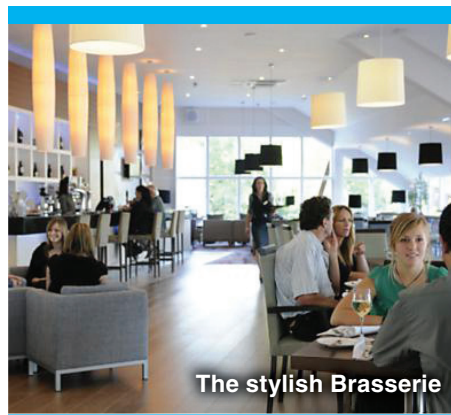
### The Solution

PC Consultants initially worked closely with the architects and hotel owners to understand the project in detail and in doing so ensure that all aspects such as cabling and the sighting of critical hardware and communications were right for the new hotel.

In addition to this they scoped the requirement fully and provided detailed plans and budgets for the new servers, workstations, peripherals and office software that was to be deployed right down to defining the tablet computers that were to be used in the new hotel.

This provided the management team with both the confidence and costings they needed to ensure that the whole project would be delivered on-time, within budget and that the new systems once implemented would be resilient and fully support the needs of the business.

Jonathan Thornton, Managing Director of PC Consultants assembled specialists from his team as a dedicated project group and



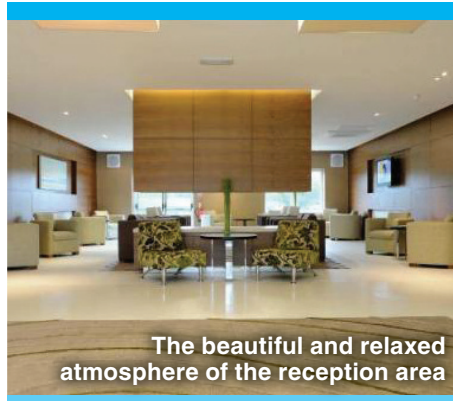
The stylish Brasserie

# Case Study Working alongside the Islands Premier 4 Star Hotel

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Lakeside Park has its own helipad for VIP guests



The beautiful and relaxed atmosphere of the reception area



The Spa with indoor pool, sauna, steam room and Jacuzzi

established a work pattern that enabled set-up, configuration and the implementation of systems to be conducted over a reduced timeframe; working around the builders and hotel staff to minimise disruption yet ensuring that services would be available when needed prior to opening the new hotel in August 2008. At critical times this involvement from Jonathan and his team was 24 hours a day.

With the groups offices being relocated to the new hotel Jonathan and his team also liaised with management at both Yelf's Hotel and the new Lakeside Park to manage the transition and ensure continuity of services. One aspect of this provided improved integration and communications across the group and included enabling secure remote access to systems from any location.

One of the final aspects to be implemented was the set-up and implementation of WiFi Access to Guests and Visitors to the hotel in each of the 44 guest rooms, meeting & conference rooms and public areas. Providing guests with a key service expected when staying at a modern premier 4 star hotel.

## The Benefits

The IT systems and solution designed and implemented by PC Consultants for Lakeside Park Hotel and Spa have supported the hotel and the group since the hotel opened in August 2008. Since this time PC Consultants have continued to work closely with both Lakeside Park Hotel and Spa and Yelf's Hotel to further enhance the business critical IT needs of a modern business.

This involvement has more recently included upgrades to servers, workstations and operating systems in addition to continued support through PC Consultants Support Services that ensure 24x7x265 support for operations, including remote monitoring of systems, anti-virus and system updates and preventative maintenance visits in addition to helpdesk and general advice on-demand.

For Lakeside Hotel & Spa, the systems implemented and support provide the means by which the business can flourish and meet the needs of its guests in this increasingly competitive environment, enabling the team at Lakeside Park Hotel & Spa to do what they do best – run the Islands premier 4 star hotel.

***“We are such a busy business. For us getting the right advice that we can trust and rely upon is the most important thing, we cannot afford disruption or downtime. In PC Consultants we have an IT partner that we can trust to give us professional advice, when we need it and to get it right first-time. We have confidence in the systems we rely upon, that they are right for the business and well supported by PC Consultants.”***

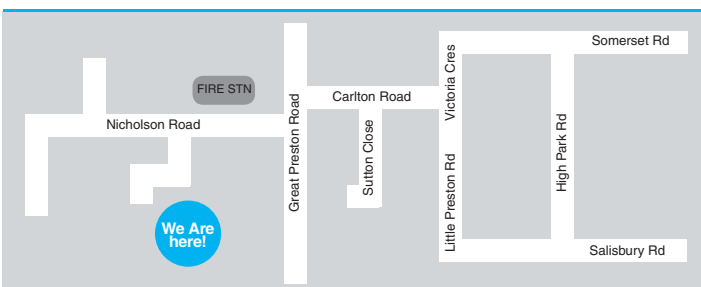
***Gemma Atkins  
Lakeside Park Hotel & Spa***

## About PC Consultants

PC Consultants is an award winning company that has led the IT support industry on the Island for over 20 years. Providing direct access to engineers who triage all support

calls plus no tie-in agreements and 24x7x365 support as standard, PC Consultants provide a service that is flexible and cost effective to meet the needs of any business and budget;

from their 'walk-in' on-demand workshop in Ryde Business Park to fully tailored on-site IT Support delivering a support service built around you.



## PC Consultants

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**PC Consultants** - a company dedicated to defining 'Best Practice' in IT Service and Support