

Contributing to the success of The Herbert Park Hotel

THE COMPANY

The Herbert Park Hotel in Ballsbridge, Dublin is an independently Irish owned and operated establishment. The hotel combines comfortable contemporary accommodation with excellent dining facilities and top class business facilities.



Killian Boland, Director/Financial Controller,
Herbert Park Hotel.

MANAGED SERVICES

Herbert Park Hotel selected Datapac as its maintenance partner for all their computer equipment and internal networks. "We were looking for a partner that could provide ongoing support to ensure that the computer systems supported the operation of the hotel at all times," explains Killian Boland, Director/Financial Controller, Herbert Park Hotel. "As a very customer focused hotel, we strive to provide a very high standard to our guests. The efficient running of our technology systems is crucial to the smooth running of our business."

Datapac provides maintenance on the main hotel network, file servers, PCs, printers, hubs and firewalls as well as Windows 2003 Server, Exchange 2003, Sophos Anti Virus and Sonicwall Firewalls. Datapac also supports and updates these applications as well as supporting the overall running of the hotel's computer systems and liaises with service providers of specific applications as necessary.

"Datapac combines the benefits of a great pool of people with superb technical and practical problem solving skills yet remains a company where personal relationships and knowledge of client requirements are important," continues Killian. "Like ourselves, Datapac is firmly focused on its customers and its personnel are genuinely very helpful, supportive and easy to deal with."

Datapac carries out quarterly health checks on all the hotel's computer systems, working with the hotel to resolve problems when they arise and with hotel personnel in planning and implementing changes and updates in an orderly manner. "Since customer service is fundamental to the success of our operation, Datapac's speed of response, flexibility and reliability is important to our success," concludes Killian.

"We focus on providing clients with high-calibre service and results that build long-term client relationships" says Carol Crosbie, Sales Manager, Datapac. "Our overall objective is to leverage technical resources to create and maintain highly flexible, scalable and efficient business solutions."

QUICK FACTS

Datapac is the leading Irish business technologies provider.

- 150 employees in Dublin, Wexford, Cork & Belfast
- Turnover of €50 million in 2009
- Datapac has over 6,000 active customers.

ACCREDITATIONS

Just to name a few:

- HP Gold Preferred Partner & ASP
- Microsoft Gold Certified Partner
- Microsoft Business Solutions Partner
- Citrix Gold Solution Advisor
- VMware Enterprise Solutions Provider with Infrastructure Virtualisation Specialisation
- Cisco Premier Partner of the Year & Unified Communications Express Specialised Partner
- ISO 9001:2008

SERVICES

Datapac offer many services including:

- Managed Services
- Virtualisation & storage solutions
- Imaging & printing solutions
- Infrastructure design & delivery
- Unified Communications
- Citrix & Access solutions
- Security solutions
- ERP solutions
- Retail EPOS solutions
- IT consumables

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