

Case Study

Contributing to the Success of the Herbert Park Hotel



Pictured: Killian Boland, Director & Financial Controller, The Herbert Park Hotel.

The Herbert Park Hotel selected Datapac as its maintenance partner for all their computer equipment and internal networks.

The Herbert Park Hotel

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.

The Aim

"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, The 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."

The Solution

Datapac took on the maintenance responsibility for 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 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.

Experiencing the Ease

"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."

"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.

About Datapac

Ireland's leading integrated ICT provider.

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

Portfolio

- IT Support & Managed Services
- Virtualisation, Storage & Cloud
- Unified Communications & Networks
- Imaging & Printing Solutions
- Security Solutions
- ERP & CRM Solutions
- Retail EPOS Solutions
- IT Consumables

Accreditations

