



GRANGE HOTELS

Grange Hotels, London's leading independent hotel group, provides luxury London hotel accommodation, hospitality and events services for the most discerning guest. DTP Group has been working with Grange Hotels as its IT partner since 2010 to deliver a range of Enterprise solutions.

Grange Hotels offer an extensive range of 4 star and 5 star hotel accommodation in some of the best locations London has to offer, effortlessly combining traditional comfort with modern facilities. Having a robust IT infrastructure to deliver the fast, reliable and secure WiFi connectivity for its bedrooms and conference facilities is extremely important to the hotel.

Grange Hotels was introduced to DTP Group in 2010 as a HP Gold Partner and Advanced Networking Specialist to help deliver its networking requirements and since then DTP has formed a close partnership with the Hotel chain to consult with, design and deliver a range of IT services and solutions including wired and wireless networking, server, storage and retail point of sale devices.

Building a partnership

Before its relationship with DTP Group began, Grange Hotels used a mixture of manufacturers across its network. Its equipment was coming to the end of its life so the decision was made to refresh the network to become more reliable and deliver the services a chain of first-class hotels is required to offer.

Rajendra Thuvakaran, Senior Security/Networking Engineer at Grange Hotels led the research to find a vendor that could deliver all of the hotel's requirements and discovered Hewlett Packard (HP). *"We found that HP does the job we need it to. We compared it against other brands and found the product specifications of HP were right for us and it matched our budget available."*

Once the network upgrade was complete DTP Group worked with Rajendra and his team on their server and storage infrastructure. One of DTP's highly qualified Technical Consultants worked with Rajendra to understand his vision for the Hotel Chain's architecture and to agree a design that would match his requirements.

Delivering products and services

For its network Grange Hotels opted for HP core and edge switches and HP wireless networking.

For its server environment Grange Hotels selected HP Proliant servers and it chose a HP MSA for its storage requirements.

In its first deployment of retail point of sale units Grange Hotels opted for HP's AP5000, and subsequently purchased further units of HP's RP7.



The importance of cost savings

For Grange Hotels, as with most businesses in today's economic climate, IT budgets are constrained so the decision on which service or solution to choose will always be based on value for money. By consolidating its IT infrastructure to one vendor, the Hotel chain is already seeing the benefits of having one point of contact for any queries.

Rajendra comments, *"We are seeing big cost savings by selecting one particular vendor and it is easier to manage if something goes wrong. We have one point of contact for any issues."*

Shaping IT strategy

DTP Group offers a range of consultancy and pre-site configuration services. As standard, DTP tests all equipment for Dead on Arrival (DOA) failures, assembles and installs any additional components required, performs functionality testing and disposes of unwanted packaging before delivering to site. In addition Grange Hotels opted for consultancy days to assist with their networking, Microsoft Exchange and Active Directory requirements where DTP's knowledge and expertise could advise on best practice expansions.

DTP has over 20 Technical Consultants across its Enterprise, Server, Storage and Networking Division, and among them are some of the most highly accredited professionals in the IT reseller channel. DTP's consultants have worked closely with Rajendra and his team at Grange hotels to help shape their IT strategy, to understand what they want to achieve and to design and deliver the IT architecture in a manageable and cost effective way.

Rajendra comments, *"DTP's Engineers are very good. We have used DTP's on-site services quite a lot and the team have always been very professional. If there are ever any problems they get resolved very quickly."*

A recommended partner

DTP prides itself on the service it delivers to its customers and places customer satisfaction as more important than anything else. DTP's approach to delivering IT solutions is based on a technical lead and technical deployment. We guarantee that the solution we design will work, and if it doesn't we put it right at no extra cost.

Rajendra is very happy with the deployment of solutions on-site at Grange Hotels, he comments, *"Everything went perfectly and according to plan."*

As Grange Hotels continues to expand its chain it will look to deploy new equipment in its new buildings. Rajendra intends to continue working with DTP on this and its future IT requirements, commenting, *"DTP's staff are very professional. My account manager is very good and his product knowledge is excellent. I would recommend DTP because they are reliable, efficient and they have good expertise."*

Rajendra is now looking to DTP's other divisions to see how he can make further cost and efficiency savings and is currently benchmarking new notebooks, desktops and workstations against its current equipment.