

# BERWICK LODGE

## CASE STUDY



## WHO ARE BERWICK LODGE?

Deep in the heart of the South West, nestled within the exquisite surroundings of the British countryside with views that reach across to Wales, you'll find country manor hotel Berwick Lodge.

## THE CHALLENGE

Berwick Lodge were looking to improve their general support for their IT systems, as well as to work with a company who could help them to ensure that their IT was enabling them to run a successful hotel business. Responsiveness and an understanding of their industry would be key to building a successful relationship. Having spoken to a number of IT providers, Systemagic were chosen based on their customer focussed approach and industry experience.

## THE SOLUTION

Systemagic now maintain and monitor the IT systems at Berwick lodge, advising where improvements can be made, and ensuring that wifi systems, front of house systems and infrastructure is robust and reliable. The result has been that Berwick Lodge's team feel supported and confident in their IT systems.

"I wanted to say a massive thank you for making our whole computer system so much better. We are delighted. Your staff are always helpful and on the end of a phone. The communication has been fabulous. I am just sorry we didn't move before!"

Sarah Arikan - Owner, Berwick Lodge

## WHO ARE SYSTEMAGIC?

With over 18 years experience in the industry we pride ourselves on Doing IT Differently. Systemagic has a long history of working with some of the west-country's finest independent hotels and boutique guest houses.

At Systemagic we provide people-focused IT support, cloud and internet services with no long term contracts to businesses in Bath, Somerset, Wiltshire and beyond.

If you run a hotel and want to supercharge your IT systems, why not Get in touch today!

