

COMBE GROVE CASE STUDY



WHO ARE COMBE GROVE?

Combe Grove is an 18th Century manor house set in a 64 acre estate, perched on a hilltop on the edge of the city of Bath. The hotel is owned by The Elmhurst Foundation, a charity that is transforming the site into a centre for work-based learning with a range of high quality, enhanced apprenticeships. Combe Grove boasts a wellness centre and spa as well as restaurant facilities and stunning views across Bath.

THE CHALLENGE

Our client understood the importance of having a faster Internet connection throughout the property. They recognised that a quicker connection would not only allow their staff to work more efficiently but it would also increase guest satisfaction. Systemagic were put in place to implement a connectivity solution that fit the demand of a busy hotel and Spa.

Combe Grove had an existing Lased Line with Virgin direct however our team were instructed to implement an improved system in which we were able to manage in-house allowing all IT services to be supported under one roof.

As well as their connectivity needs, Combe Grove desperately needed to refresh their low warranty, low spec servers that were running on old operating systems.

A major refurb project was taking place at the properties conference centre with the main room, now called the Oak Room in which is used as a yoga studio. Systemagic were engaged to provide a networking and wifi solution throughout.

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THE SOLUTION

Connectivity

Our team understood the importance of implementing a quality solution for Combe Groves data-connectivity concerns. In response to the hotels slow Internet issues, we replaced their outdated Leased Line giving them a brand new dedicated connection that resulted in **faster Internet speeds by 100%**.

Combe Groves updated Leased Line is now fully managed by Systemagic allowing our helpdesk support service to be on hand at all times to provide quick-time response in the event of any disruption.

Server Replacement

We replaced four old servers, installing one modern, high-spec server running virtual servers with the latest operating system. Virtualising the server on-site offers numerous benefits such as increasing IT productivity, minimising downtime and providing greater business continuity.

The Oak Room Networking & Wifi Solution

Finally, we carried out all networking and Wifi solutions throughout the Oak Room. Systemagic provided the latest Enterprise Grade Wifi Access Points to ensure Combe Grove have robust connectivity, security and resilience throughout the yoga studio and conference centre.

"Chris was great gets on with the job and I have no cause for concern. The helpdesk guys are all great too!"

Paul Dimech - Financial Controller,
Combe Grove

WHO ARE SYSTEMAGIC?

With over 20 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!