"CMS engineers/telephone operatives have patience when they are describing solutions to us and they also arrange visits when required. All members of the team will go the extra mile to assist with IT issues."

Summary

Client
Cameron House

Industry
Hospitality

Size
560 employees

Internal IT Team
0

Support
Service Desk, On-Site and Infrastructure Support - 24*7*365

Desktop-as-a-Service infrastructure

Since
2016

CAMERON HOUSE
LOCH LOMOND

The Client

Situated on the banks of Loch Lomond, Cameron House resort is the perfect place to experience Scottish hospitality at its best.

Cameron House is a 5 Star Luxury Scottish Baronial Mansion Hotel Resort set in Loch Lomond in Scotland with 136 guest bedrooms/suites. The Resort includes two Golf Courses, one a Championship Golf Course and an award-winning SPA.

Recently awarded Gold Crown status for the 6th consecutive year at the Resort Recognition Awards, Cameron House luxury lodge resort is a UK holiday destination like no other.

Initial Requirements

Cameron House was purchased in November 2015 by KSL Capital Partners, a US private equity firm dedicated to investment in the travel and leisure businesses. The requirement was to provide a fully Cloud-based IT solution, providing a hosted desktop that would easily provide links to other hosted applications. All of this needed to be delivered within a strict four-week deadline due to a TSA and then wrapped up in a full-support service 24*7*365 of both the users and infrastructure.

CMS Solution

CMS Group were awarded the contract. The project fully met budget, timescales, and exceeded performance deliverables. For the infrastructure migration. The desktop was delivered using Citrix XenApp 7.6 along with NetScaler version 11. We implemented Microsoft 365, using OneDrive and SharePoint. Various third-party applications were used, hosted by the vendors on their Cloud offering. CMS spent a deal of time ensuring that 3rd Party cloud offerings were deliverable via the desktop and were configured for the relevant peripherals.

We also provide complete project management in delivering new solutions or changes to business (e.g. implementing remote ordering for their F&B), liaise with all 3rd parties including CAB management, provided user training on the new working environment, implemented a new network (Firewall, Switching, UPS, etc), get involved in ensuring new 3rd party software fits business. Additionally, we provide the full IT Support (remote users, onsite, and infrastructure), 24*7*365, as well as hardware and software supply and 3rd party management.

Feedback

Andy Roger, Resort Director

Would you recommend CMS Group?
"Yes, I would recommend CMS to any business."

How would you describe the CMS Support offering?
"I find the support we receive from CMS very professional. We have been linked with the company for many years and they have always been so helpful and understanding with our issues."

How do you find the communication with CMS?
"I find the communication with CMS very professional and their engineers are very encouraging."

Can you describe why you were looking to change, and why you chose CMS?
"We didn't change but chose CMS as they were offering exactly the support we needed at a highly competitive price."

How has CMS's product benefitted you and your team?
"CMS engineers/telephone operatives have patience when they are describing solutions to us and they also arrange visits when required. All members of the team will go the extra mile to assist with IT issues. Darcy Coop, in particular, has been a very valuable resource during changes in systems, upgrades and remote ordering systems within our outlets. Darcy also liaises with contractors on our behalf to ensure the correct solution is met."

Dan Morley, Head of IT Infrastructure and Service Delivery (KSL)

"On purchasing Cameron House Resort, we were faced with the decision whether to put IT Infrastructure onsite or leverage the Cloud. We realised that we needed more than a generalist Cloud Provider, but someone with a deep understanding of how Hotels work and the challenges they face, we also decided that we required a complete solution including provisioning, delivery and KPI's to ensure the end users had a great experience.

CMS delivered a proposal covering all these requirements, both from a commercial and timeline perspective. The project was delivered on time within challenging time constraints; whilst there were challenges along the way, CMS dealt with these and went beyond their remit, demonstrating a true ownership of the project.

The hosted desktop now delivers outstanding performance and I know that on a daily basis I do not need to get involved with support, if a serious escalation arises I am always kept informed in a timely manner. This allows me to focus on the bigger picture delivering and adding real value to the business."