



BLACK BULL INN, MOFFAT CASE STUDY

Located just 20 miles north of the English border in the town of Moffat, The Black Bull Inn is a popular boutique hotel. Voted one of the top 10 pubs in Scotland in 2020 The Black Bull offers pet and family friendly rooms, bistro, bar and beer garden all within a stone's throw of spectacular walking, cycling and golf. The perfect place to eat, drink, explore and sleep!



Objectives

During lockdown we had the opportunity to review everything the Black Bull has to offer. One area we really wanted to improve on was the hotel Wi-Fi and security and we knew Corona IT specialises in this. We also wanted to look at updating some of our IT equipment and we knew they would be able to support us.



The project

Wi-Fi

Corona IT Solutions provided us with Wi-Fi signal strength and heat maps before installing 10 wireless access points at strategic points to ensure excellent Wi-fi coverage throughout the hotel. They also installed a 4G router as back-up.

Phones

They set up extensions to our Cloud-based phone system, provided a selection of phone handsets and configured the ones we chose along with configuring our soft phones. Once this was all in place they verified and commissioned the system.

CCTV

Corona IT installed and configured fisheye and bullet CCTV cameras and a network video recorder to upgrade our current security system. I can also remotely view footage via an app which is great for peace of mind when I am not on-site.

IT equipment

Corona IT researched and provided us with a new touchscreen point of service terminal, tablets for our waiting staff and a laptop computer. They also set up the new equipment for us.

Ongoing support

We opted for the monthly support package for our phones, Wi-Fi and CCTV. We are busy running the business so to have someone in the background proactively keeping an eye on it and a technician on the end of the phone, should the need arise, has been really important to us. Our managed services agreement clearly lays out what is and isn't included, and the means of communication.

Why Corona IT Solutions?

Corona IT Solutions were recommended to us as a reliable, customer led organisation so we knew they would be a great choice for us and tailor the WIFI and CCTV solutions to our specific sites.

