

# Connectivity

## Seaham Hall

“The experience of our guests is paramount, and we are keen to guarantee that every visitor has the internet access they need, we work hard to ensure our guests needs are met. On a business level our internal systems, cybersecurity and connection between departments and facilities has been vastly improved. As we move towards more and more direct online bookings, it is pleasing to know our technology is capable of taking us into the next decade and beyond”

### Client Profile

Seaham Hall is a luxury 5-star hotel and Serenity Spa located in Durham. Whilst being built on the site of the formidable Seaham House, dating back to 1791 and with hundreds of years of history and heritage, Seaham Hall today requires cutting edge technological solutions to remain at the forefront of the hospitality industry.

- Sits within 37 acres of parkland
- Based in Seaham, County Durham
- Over 21 suites and impressive spa facilities
- Popular for business and leisure
- Over 60 employees

### Challenge

As one of the region's most luxurious hotel, spa and dining resorts, Seaham Hall prides itself on a first-class guest experience. However, when it came to connectivity, the team found that internet speed, access and security needed to keep up with ever increasing guest expectations.

Following an initial review of the systems and infrastructure, razorblue were able to fully grasp the hotel's challenges and proposed a future proofed solution including new WiFi access points, firewall, and super-fast fibre leased line.

### Solution

- Super-fast fibre leased line with their own dedicated bandwidth
- Significant uplift in technological performance
- Confidence in data security with a segregation between visitor and staff networks meaning they are now both fully and independently serviced.
- Installation of a next-generation firewall which analyses everything coming in and out of the network. Picking out threats before they can even come through the system.