



MODERNISING IT & WI-FI FOR BIRMINGHAM HOTEL

WESTMEAD
HOTEL, BAR & RESTAURANT

Client: Westmead Hotel

Sector: Hospitality

Users: 25

About

The Westmead Hotel is a mid-market independent hotel located in Birmingham. The venue features over 60 ensuite rooms, along with a restaurant, bar, and lounge, as well as seven event spaces accommodating up to 250 guests; making it an ideal setting for weddings and business conferences. With future-ready infrastructure in place they have enhanced guest services, and continue to deliver a high-quality experience supported by reliable technology.

Summary

Westmead Hotel partnered with Technical Drive to address high operational risks caused by ageing infrastructure, unreliable Wi-Fi, and single points of failure. Technical Drive delivered a full infrastructure refresh, upgrading network performance and securing critical systems. Westmead now enjoy a stable, modern platform that ensures excellent customer experience and ongoing resilience.

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“Technical Drive have transformed our IT infrastructure, delivering a reliable and future-proof platform that supports both our operations and guest experience. The improvement in connectivity and system resilience has been excellent, giving us real confidence in our day-to-day performance.”

Ben Panesar
Managing Director
Westmead Hotel

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Case Study: Westmead Hotel

Westmead Hotel partnered with Technical Drive to modernise IT infrastructure, eliminate operational risks and significantly improve connectivity. The IT modernisation resulted in improved staff efficiency and enhanced guest experience.



Challenge

Westmead experienced increased operational risk due to ageing infrastructure and inconsistent network performance.

Critical systems were heavily reliant on single points of failure, such as a door entry system linked to a single PC with no redundancy. This created vulnerability to downtime and disruption.

Unreliable Wi-Fi impacted day-to-day operations as well as overall guest experience. Westmead recognised that seamless connectivity is essential for modern hospitality environments.



Approach

Delivered a full infrastructure refresh to stabilise and future-proof the hotel's IT environment. This included providing greater resilience, improved performance and reduced operational risk.

Eliminated the single points of failure across critical systems. This included migrating the door entry system to a wi-fi connected platform.

Upgraded network infrastructure and hardware which provided faster, more reliable connectivity. Enhanced Wi-Fi coverage to support guests and staff to provide fast and reliable internet access across the site



Result

With ongoing proactive support Westmead Hotel continues to see lasting value from their IT transformation.

Westmead Hotel operate on a stable, high-performing IT platform designed to support both business operations and guest satisfaction.

Consistently high-quality Wi-Fi across the hotel providing staff with fast reliable connections. Guests are able to access the internet via high speed, secure connections.

READY TO START?

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