

# WHATLEY MANOR

## CASE STUDY



whatley manor  
HOTEL AND SPA



## WHO ARE WHATLEY MANOR?

In the Cotswold countryside near Malmesbury you will find Whatley Manor Hotel & Spa, a 5\* property and member of Relais & Châteaux and Pride of Member.

Set in 12 acres of English country gardens Whatley Manor boasts 12 opulent rooms and 11 Suites. With three restaurants including – the Michelin starred restaurant The Dining Room, Grey's Brasserie and The Green Room. Facilities include a spa that offers luxurious treatments, a hydrotherapy pool, aromatic thermal suites, and a sauna.

Whatley Manor is committed to achieving best practice environmental and social sustainability and has partnered with NOW, a strategic partner of EarthCheck, the world's leading Benchmarking and Certification provider. Whatley Manor is the first UK 5\* property to be accredited with presently a 4 globe rating by [www.earthcheck.org](http://www.earthcheck.org)

## THE CHALLENGE

Award winning hotelier Sue Williams sought Systemagic out having worked with us previously at The Bath Priory to lend our support to Whatley Manor. Their previous IT system was slow, outdated and didn't reflect that of a 5\* property and member of Relais & Châteaux and Pride of Britain.

Our team were able to identify a number of areas that needed modernising throughout the hotel and spa, all in an effort to improve the guest experience and ensure the IT systems supported the staff in delivering a 5\* service. This included fixing issues with the wifi system's coverage and reliability, addressing IT security and networking and ensuring servers were capable of running the hotel's software systems.

Our helpdesk support service was also required to provide rapid support to members of staff who wanted to see an increase in response and resolution times, which further allowed them to deliver service to exceed their guests' expectations.

'Systemagic's experience in the hospitality industry has been extremely useful, as they've helped us to focus on IT improvements that will enhance the guest experience. We've invested in modern, secure and fast WiFi throughout the hotel, as well as developing our internal IT systems so that emails are no longer stored internally, and our servers are faster, more robust and more secure. Their team have been on hand to address any issues we face 7 days a week, and we're thrilled to be working in partnership with them.'

Sue Williams - General Manager,  
Whatley Manor



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DOING IT DIFFERENTLY

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## THE SOLUTION

Our team installed a superfast dedicated fibre line which **increased Whatley's internet speeds by over 50x the previous speed**. This has been coupled with a new secure, strong and stable enterprise grade wifi system which has significantly improved coverage. Whatley's new system ensures corporate guests booking the board room and meeting areas can be confident in the IT systems throughout.

For leisure guests, the internet speed and stronger wifi allows ultrafast download speeds, the streaming of HD video and fast access to data.

We replaced all network switches throughout the hotel complex and replaced their 5 outdated servers running different software systems to 1 physical and 4 virtual servers, all running the latest operating system and saving significant amount of power – which ultimately saves money as well as the environment. All computers have been replaced with modern, low power, devices running Windows 10 and able to provide staff with the performance and security they need.

As well as their infrastructure updates our team of friendly helpdesk technicians are available round the clock to provide support as and when the team at Whatley require assistance.

'It's fantastic to have Whatley Manor connected to a superfast dedicated fibre line. We've worked with the team to install a secure, strong and stable system. Our experience in the hospitality industry has shown us time and time again that strong and secure WIFI is a key requirement for today's guests and Whatley's system is now befitting of a 5\* Relais & Châteaux property.'

James Eades - Managing Director,  
Systemagic

## 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!



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