

Transforming a  
Colorado Hotel by Revitalizing  
their IT Infrastructure



# CASE STUDY

## HOTEL SOLUTIONS

# OVERVIEW

Our client, a 150-room hotel, located in the prestigious Vail Valley of Colorado and just minutes from the base of two world-renowned ski resorts needed to modernize.



## CLIENT PROFILE

Although our client was focus on operational efficiency and delivering high-end experiences, they face the unique challenges of managing peak seasonal demand, maintaining exceptional service standards, and leveraging its premium location to maximize year-round occupancy.

They needed seamless, scalable solutions to ensure smooth operations and sustained guest satisfaction to stay competitive.

Their outdated IT infrastructure required a comprehensive modernization to achieve these goals.

“SkyTide not only revamped our entire IT infrastructure but also streamlined our operations, significantly improving performance and security. We're now able to provide an even better experience for our guests, while confidently managing our day-to-day operations with ease”

# THE CHALLENGES

- **Cluttered Networks** – unnecessary VLANs and subnets, created inefficiencies and complexity, leading to poor network performance, increased security vulnerabilities, and higher maintenance costs.
- **Inadequate Firewall Security** – left the hotel's network exposed to potential cyber threats, increasing the risk of data breaches, unauthorized access, and operational disruptions.
- **Underutilized VXRAIL System** – prevented the hotel from fully leveraging its infrastructure investment, leading to inefficiencies in performance, wasted resources, and missed opportunities for streamlined operations and scalability
- **Aging Exchange and File Servers** – were struggling to keep up with the hotel's growing operational demands, resulting in slower performance, increased downtime, and a higher risk of data loss—ultimately hindering communication and daily workflows.

# SOLUTIONS

To address the hotel's IT challenges, we implemented a comprehensive modernization strategy, including optimizing their network architecture, upgrading security protocols, and deploying advanced monitoring solutions. By streamlining their infrastructure and enhancing system performance, we ensured greater operational efficiency, improved data security, and scalability to support future growth.

These solutions included the following:

- **Migration:** Transitioned from on-premises servers to Microsoft 365 for email and SharePoint, enhancing collaboration and security.
- **Unified Communications:** Implemented Microsoft Teams with organized channels, streamlining internal communication.
- **Hyperconverged Infrastructure Optimization:** Reconfigured the VXRAIL system, improving system performance and scalability.
- **Network Modernization:** Overhauled core switches, simplifying network architecture and boosting performance.
- **Advanced Cybersecurity Measures:** Deployed Blackpoint MDR, configured Intune and Microsoft Defender, and ensured CIS standards compliance.
- **Next-Generation Firewall Implementation:** Reconfigured firewall with advanced filtering tools, achieving PCI compliance.
- **Proactive IT Management:** Implemented a Remote Monitoring and Management (RMM) system for continuous optimization.

# RESULTS



**45% increase in overall operational efficiency**



**70% reduction in network downtime**



**Zero security breaches post-implementation**



**25% reduction in IT-related expenses**



"This case study exemplifies how a strategic approach to IT infrastructure can transform a business. By addressing core issues in network architecture, cybersecurity, and cloud integration, we've not only improved our client's current operations but also positioned them for future growth in the competitive hospitality sector."