



CASE STUDY

A HOSPITALITY SUCCESS STORY

How we unified IT for a nationwide hotel operator,
delivering a secure, scalable platform for growth.

OVERVIEW

Our new client, a boutique hospitality brand offering lodging, wellness, and co-working in mountain towns was looking for help.



CLIENT SNAPSHOT:

Industry: Hotel Group Management

Location: Nationwide (U.S.-based)

Size: 20+ hotel properties across multiple states

Services: Full MSP partnership, IT standardization, proactive support, infrastructure modernization

Challenges: Disjointed IT systems, inconsistent support, lack of standardization, reactive issue handling.

Outcome: Unified IT environment, improved security posture, streamlined support across all locations, faster resolution times.

“SkyTide didn’t just untangle our complex IT environment – they gave us a foundation we can actually grow on. Our teams feel empowered, and we finally have a scalable way to expand our portfolio.

– Regional Operations Manager

THE CHALLENGES

Inconsistency

Multiple properties were using outdated or incompatible property management systems (PMS), creating inefficiencies and data silos.

Disconnection

No centralized collaboration or communication platform, limiting visibility and consistency across locations.

Fragmentation

Phone systems varied by property, with no integration or centralized oversight.

Frustration

IT support was reactive and fragmented, leading to slow issue resolution and staff dissatisfaction.

Limitations

Leadership lacked the tools and infrastructure to scale operations confidently.

OUR SOLUTIONS

Streamlining from the Ground Up

Standardized Property Management System (PMS)

Several locations used outdated or incompatible PMS systems, so we helped standardize on a single cloud-based solution to streamline operations and reduce redundancies.

Unified Microsoft Cloud Environment

We deployed Microsoft 365 across all properties, creating a unified, secure workspace for email, collaboration, and data —accessible from any location.

VoIP Phone System & PMS Integration

We implemented a cloud-hosted VoIP solution that integrated directly with their new PMS. This improved communication within and between properties while giving leadership better oversight and analytics

A Consistent Support Experience

Finally, We replaced fragmented support with a responsive helpdesk and SLA-backed service, giving teams a consistent, repeatable process for IT needs.

THE RESULTS



Faster Issue Resolution



Improved Staff Satisfaction



Significant Cost Savings



Scalable IT for Growth

Ready to simplify and scale your IT?

SNAPSHOT

BEFORE SKYTIDE

- DISPARATE IT SYSTEMS ACROSS PROPERTIES
- LEGACY PROPERTY MANAGEMENT SOFTWARE
- NO STANDARDIZED SECURITY OR MAINTENANCE PROTOCOLS
- REACTIVE IT SUPPORT, OFTEN DELAYED
- NO SCALABLE MODEL FOR ONBOARDING NEW HOTELS

AFTER SKYTIDE

- STANDARDIZED CLOUD-BASED PMS ACROSS ALL LOCATIONS
- UNIFIED MICROSOFT 365 ENVIRONMENT FOR COMMUNICATION AND COLLABORATION
- CLOUD-HOSTED VOIP INTEGRATED WITH PMS
- CENTRALIZED HELPDESK WITH SLA-BACKED RESPONSE TIMES
- SEAMLESS ONBOARDING PROCESS FOR NEW PROPERTIES

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