

OVERVIEW

Our client, a lovely 150-room hotel, located in the prestigious Vail Valley needed to modernize.



CLIENT SNAPSHOT

Industry: Hospitality & Resort Management

Location: Avon, Colorado

Size: Mid-sized resort with 80+ employees and high seasonal guest volume

IT Team: Limited in-house IT resources; needed a trusted technology partner.

Services: Infrastructure modernization, scalable IT support, systems optimization for seasonal operations.

Challenges: Outdated IT systems, seasonal operational spikes, and the need to maintain high service standards in a competitive resort market.

Outcome: A modern, scalable IT environment that supports peak-season performance, improves operational efficiency, and enhances the guest experience year-round.

“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

We upgraded the hotel's IT to improve security, efficiency, and scalability.

Solutions included:

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.

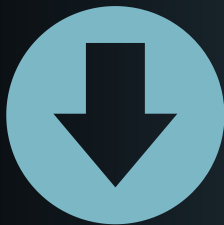
Next-Generation Firewall Implementation: Reconfigured firewall with advanced filtering tools, achieving PCI compliance.

Proactive IT Management: Implemented a Remote Monitoring and Management (RMM) system for continuous optimization.

RESULTS



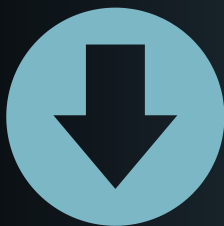
45% increase in overall operational efficiency



70% reduction in network downtime



Zero security breaches post-implementation



25% reduction in IT-related expenses



PARTNER WITH US



Smart IT strategy can transform operations. By tightening up their network, boosting cybersecurity, and unifying the cloud, we solved today's problems and set them up to grow.

-Anton Jooste, SkyTide Account Manager



WHY CHOOSE US . . .

SkyTide Group specializes in partnering with organizations just like yours to provide comprehensive IT leadership, innovative solutions, and long-term strategic planning.

We have a commitment to delivering tailored, reliable business IT solutions.

Let's see what we can do for you!

CONTACT US



SkyTide



CASE STUDY

HOTEL SUCCESS STORY

Transforming a Colorado Hotel by Revitalizing
their IT Infrastructure.