Turning Legacy IT into a Growth Engine for Hospitality

Industry: Hospitality
Size : 10000+ employees
Region: United Arab Emirates

intertec

Business Problem

The client, a leading hospitality group, was constrained by outdated IT infrastructure causing frequent downtimes, high operational costs, and limited scalability—hindering business growth, impacting guest experience, and exposing the organization to increased security risks without room for digital expansion.

How Intertec Helped

Intertec developed and executed a comprehensive IT transformation strategy tailored to the client's business objectives:

- Conducted a full assessment of the existing infrastructure to identify gaps and inefficiencies.

- Designed a hybrid cloud architecture to boost performance, agility, and scalability.

- Integrated advanced cybersecurity solutions to protect sensitive business and guest data.

- Deployed automation tools to reduce repetitive manual work and minimize human error.

- Delivered 24/7 managed IT services for proactive monitoring, maintenance, and support.

- Ensured smooth implementation with minimal impact on day-to-day hotel operations.

Business Outcomes Delivered

- **Operational Efficiency:** Reduced system downtime by 40% and improved performance by 30%.

- **Cost Optimization:** Achieved 25% reduction in IT operational costs through automation and smart resource allocation.

- **Scalability:** Empowered the client to expand to new locations seamlessly without additional IT overhead.

- **Enhanced Security:** Strengthened the overall security posture with zero major incidents reported post-implementation.