Radisson Blu

Focus Group delivers a 5-star, IT-managed service for Radisson Blu Hotels' London properties.

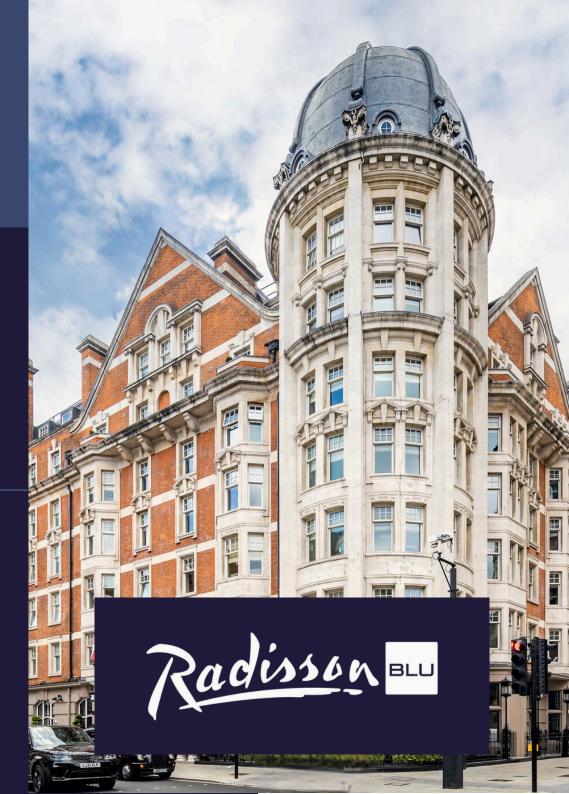**Location: London | Number of sites: 9 | Number of users: 500**

About Radisson Blu

With a collection of nine hotels across central London, Radisson Blu ensures a warm and welcoming stay when visiting their spaces, with all the small details taken care of, so your time away is at its best.

Combining convenience and individuality, these hotels offer an inviting ambience and a cared-for touch designed to make customers' days at the most desirable of destinations feel like no other.

The project

With the investment firm, Starwood Capital, purchasing these luxurious hotels, a complex transition of IT and technology needed to take place to separate the nine properties from the previous hotelier ownership's IT estate and migration to the new management company Axiom Hospitality. This transition would be incredibly time-sensitive, with the full decoupling needing to be undertaken during a legally binding three-month transitional service agreement.

The solution

Focus Group delivered a handover of the Network Environment for the properties, including Cisco Meraki Switching and Wireless, and firewalls covering corporate, guest, event, and TV systems.

The project also included migrating Microsoft 365, covering emails, SharePoint, and OneDrive for 600 users and rebuilding over 400 devices using Microsoft Autopilot.

Working closely with Axiom Hospitality, we also documented and onboarded peripheral systems such as In Room TV Systems, data cabling, Digital Signature, Alcatel telephony, and printing, ensuring teams could integrate with the new systems. Additionally, we provided a detailed handover pack for 50+ Virtual Servers and 20+ Physical Servers.

Throughout the project, we oversaw the full management and governance, offering support for any queries from Axiom Hospitality and ensuring Radisson Blu's teams experienced a smooth and confident transition.

The results

24x7 IT service desk, including incident, change and request for:
- Desktop and end-user support of 400 devices
- Server support for 50 virtual and 20 physical devices
- Network and wireless estate of over 450 switches and 1500 access points
- Telephony
- TV systems and signage
- Third-party applications specific to the hospitality industry

On top of this, we're also providing:
- Virtual CTO Service for ongoing Strategy and Consultancy
- Dedicated onsite engineering resources for the properties
- Monitoring, alerting and patch management for all above-supported assets
- Deployment and management of managed security offerings, including Umbrella and Defender

"Focus Group provided a project team who fully managed the transition and onboarding of their IT Managed Service. Focus Group showed their expertise and experience in the hospitality sector providing high quality technical and Project Management resources to ensure the strict timelines were met."

Anael Peu, Chief Commercial & Technology Officer, Axiom Hospitality

Axiom
Hospitality