



Datanamics Inc. Case Study

Ocean Plaza Beach Resort upgrades network and receives peace of mind from managed services.

Customer: Ocean Plaza Beach Resort

Website: www.OceanPlaza.com

Location: Tybee Island, GA

Industry: Hospitality/Travel

Customer Profile:

Ocean Plaza Beach Resort is located on Tybee Island in Georgia, where a world of sun, sand and surf exists only 20 minutes east of downtown Savannah, and just steps away from miles of white sandy beaches, rolling sand dunes, and the Atlantic Ocean. The original beach resort, Hotel Tybee, was built in 1885 and burned down in 1908. However, a second structure was built to replace the first and opened in 1911, featuring casino gambling and a private club. Today's Ocean Plaza Beach Resort is recently renovated and features a full-service conference center in the last remaining section of the legendary Hotel Tybee, 225 well appointed hotel rooms, suites and luxury condos.

Services:

Survey, Design, Install
System Configuration & Integration
Managed Services

Hardware:

HP Servers & Workstations
HP Switch
APC UPS

Software:

Microsoft Server
Microsoft SQL Server

For More Information Call:

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“After Datanamics expertly configured all the various different types of software and installed new servers, switches, and backup devices for our new front office computer system, selecting their managed maintenance and support services was an easy decision. With Datanamics’ deep range of knowledge and experience working behind the scenes for us, my staff and I are able to concentrate on providing the best customer service experience to our guests without having to worry about IT issues. We are proud to say that Datanamics is our outsourced IT Department. They are a pleasure to work with.”

Harry Spirides, CEO
Ocean Plaza Beach Resort

The Challenge

The newly renovated Ocean Plaza Beach Resort is a 225 room resort with administrative offices, restaurants, meeting spaces and workstations distributed throughout three separate buildings, which are all linked through fiber connections. As part of the renovation, the resort decided to install SMS|Host software to run their resort operations.

In preparation of the installation of the SMS|Host Hospitality Management System, Datanamics, Inc., a preferred services partner for PAR Springer-Miller Systems, was contracted to survey the resort’s network infrastructure.

The property needed to ready itself for a solution that would streamline processes and integrate resort operations allowing staff to work more efficiently, and deliver an increased level of customer service.

While the survey was underway the resort’s owner communicated that he would also like Datanamics to perform the network upgrade and installation services. They realized Datanamics would be a cost effective choice, and deliver a high standard of service.

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(Continued - The Solution)

About Datanamics Inc.:

Datanamics, Inc. is a leading national information technology solutions and education firm. Our team of certified professionals bring specialized expertise to all phases and aspects of networks. Datanamics has built a reputation on the ability to deliver a full range of network solutions to local, national and global small business to Fortune 500 clients across a variety of industries.

- Over 30 Years IT Experience
- Certified Professionals/Solid Credentials
- Hundreds of Long Term Customers
- Headquartered in NV, Service Anywhere
- Wired/Wireless/Secure Networks
- Integrated Voice and Data Networks
- Gold Standard U.S. Based 24/7 Support
- One-Stop Training & Services Resource

To provide its clients with the latest technology in network and IP Telephony solutions, equipment and infrastructure, Datanamics partners with first-class vendors such as Avaya, Cisco and Microsoft, offering a vast range of applications for the broadest range of client needs.

Datanamics takes its relationships one step further by offering advanced technical training and certification courses for IT staff and is authorized to deliver training and certification testing for numerous companies such as Microsoft, Cisco, and many others.

- Certified Instructors
- Microsoft Gold Certified Learning Partner
- Cisco Authorized Learning Partner
- CompTIA & Various Other IT Classes
- Traditional Instructor Led Training
- Custom On-Site IT Training
- ELearning & Remote Live Classroom
- Pearson Vue & Prometric Testing On Site

The Solution

Once Datanamics assessed Ocean Plaza's system infrastructure it was determined that a network upgrade would be necessary, and would require the purchase of new hardware to ultimately enhance their new property management system.

Working with Datanamics Labs, its independent research and testing division, Datanamics staff identified the best technology solution for the property, making use of the existing system where possible to ensure cost effectiveness.

Datanamics procured, configured, installed and had the equipment up and running without issues by the promised date. To add value to its new network, Ocean Plaza Beach Resort opted to retain Datanamics as its new managed services provider.

By selecting a Datanamics' managed services plan, Ocean Plaza is remotely supported in a proactive manner. IT tasks are automated and regularly scheduled to ensure all tasks are completed and reported consistently through regular communication and executive reports. Utilizing a unique framework of managed IT services, Datanamics provides a range of services designed to optimize a company's technology investment and maximize the productivity of its staff and business operations. In addition, if the resort staff does have a question, they have peace of mind knowing that Datanamics' U.S. based call center is available to them 24/7.

The Benefits

By utilizing a PAR SMS preferred partner, Ocean Plaza was guaranteed that the network installed by Datanamics would have no issues running SMS|Host. This allowed them to quickly get the system up and running smoothly, and give them more time to concentrate on training staff on the new system and servicing their customers.

Ongoing, Datanamics' managed services keeps Ocean Plaza's network system operational, available and secure so the property may focus on the everyday demands of serving its guests, maintaining its property and managing costs. As well as providing peace of mind to Ocean Plaza's owner, Datanamics works remotely to perform routine updates and monitoring services, increasing the system's uptime while reducing workload and resources.