



## *Datanamics Inc. Case Study*

# *Red Mountain Resort & Spa resolves technical issues through Datanamics network analysis*

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Customer: Red Mountain Resort & Spa  
Website: [www.RedMountainSpa.com](http://www.RedMountainSpa.com)  
Location: St. George, UT  
Industry: Retail/Hospitality

### Customer Profile:

Set on fifty-five acres of stunning scenery, Red Mountain Resort & Spa in Southwest Utah is an adventure resort where you can hike through rugged Southwest terrain, try rock climbing or bask in amenities such as year-round golf, tennis, gourmet cuisine, spa treatments, and healthy living instruction. Red Mountain Resort has a vast array of spa treatments, luxuriously well-appointed room accommodations and a delicious selection of healthy cuisine to fit anyone's taste. The property opened in the early 1980s and has since undergone numerous changes to become the world-class resort and spa of today.

### Services:

Network Analysis Assessment and Report  
Site Survey

### For More Information Call:

Karen Stewart  
Vice President - Sales  
[KStewart@DatanamicsInc.com](mailto:KStewart@DatanamicsInc.com)  
(702) 697-2242

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**"Datanamics was instrumental in solving our problems, which we've been fighting for quite some time," said Shawn Hoffman, IT Manager. "Their ability to come on site, detect our connectivity issues and provide us with a solid resolution plan proved to be a success as our system is now operating seamlessly."**

**Shawn Hoffman**  
**Red Mountain Resort & Spa**

### The Challenge

Red Mountain Resort & Spa's current network was roughly 10 years old and had a history of updates from multiple vendors and IT staff; and because of this Red Mountain's network was a mix of hardware and software which required various levels of technical competency to understand.

Red Mountain Resort knew they needed a partner with a broad range of experience and IT skill set in order to review the network, troubleshoot the current issues and make recommendations on improvements.

The property was experiencing connectivity issues when accessing their front desk system from multiple PCs. In addition, the multi-building campus was experiencing connectivity problems from one structure to another, and this problem particularly worsened during times of high humidity.

### The Solution

Datanamics was able to perform a site survey and network analysis which included documenting the current network layout; reviewing all hardware and software related to their front desk system in comparison to the software vendor's recommendations; examining existing Cat5 cabling, fiber cabling and wire management; and performing network packet capturing. Datanamics then provided Red Mountain Resort a network analysis report which included the findings and recommended solutions both short term and long term.

**Datanamics Inc.**  
**140 N. Stephanie Street**  
**Henderson, NV 89074**  
**(702) 697-2200**  
**[www.DatanamicsInc.com](http://www.DatanamicsInc.com)**

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### 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 33 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 Certified 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 assessment at Red Mountain Resort discovered the following issues with their IT infrastructure: fiber cable management and terminations, daisy chain conditions – each with three points of failure and other system conflicts.

For connection problems between the main building and the restaurant, Datanamics recommended employing a different fiber pair to allow data to pass unimpeded between locations. Datanamics also found that Red Mountain's fiber patch cables were not policed according to best practices and suggested that they be replaced with shorter cables that would be less prone to bend, thus providing the elimination of potential points of failure.

As well as short-term recommendations, Datanamics also included several long-term recommendations for the property to consider, such as having the fiber connections tested, certified, labeled and terminated in patch panels. In addition, a switching upgrade was recommended to enable direct fiber connections and retire the existing media converters - an action that would further reduce points of failure.

### The Benefits

Red Mountain Resort & Spa was able to quickly implement some of the short term recommendations. Upon implementation their initial network problems disappeared. Staff was then able to utilize the resort's system applications without connection failures, thus eliminating user frustration, allowing them to work more efficiently and productively with no downtime.