



CASE STUDY

MANDARIN ORIENTAL HOTEL GROUP

AWARD-WINNING Hotel Owner *and* Operator Streamlines MANAGEMENT of GLOBAL NETWORK *with* INTEQ



Organization Profile - Owner and operator of some of the world's most prestigious hotels and resorts, Mandarin Oriental Hotel Group (MOHG) operates in eleven countries and is recognized as one of the top global luxury hotel groups in the world.

IT Challenge - In order to accommodate growth from its Asian base to other continents, MOHG needed a way to manage its growing network, build its infrastructure quickly and remain agile, with minimal capital investment.

Solutions -

InfraSolve — proactively monitors and manages application, database, network and systems infrastructure by providing problem identification, diagnostics and resolution for maximum application and infrastructure availability.

InfraPortal — a highly-secure, Web-based reporting portal that provides views into the availability and performance of the business application infrastructure as well as detailed application and device-specific breakdowns.

Help Desk Support — 7X24 help desk support from InteQ which leverages InfraDesk, a Web-enabled enterprise service desk solution that is available from any location and equips service desk personnel and end-users with an easy-to-use, browser-based interface for incident, problem and change request management.

Results - A stable and reliable global network infrastructure that is centrally managed, allowing MOHG to focus on the development of innovative services that consistently exceed the expectations of its guests, enabling MOHG to continuously build on its reputation as being one of the best luxury hotel groups in the industry.

A Rapidly Expanding Organization and Increased Pressure on the IT Infrastructure Requires Centralized Management and Expertise

Mandarin Oriental Hotel Group (MOHG) owns and operates 18 luxury hotels and resorts on three continents, in locations such as Hong Kong, London, Geneva, Bermuda, Bangkok and Singapore. As the hotel chain continued to expand with new hotels and additional service offerings, it needed a way to effectively manage its growing network and build its infrastructure quickly, while remaining agile and keeping cost at a minimum.

In order to achieve these goals, MOHG decided that the best course of action would be to outsource the monitoring and management of its IT infrastructure. After a thorough evaluation of options, MOHG ended up choosing solutions from InteQ Corporation based on the company's proven ability to provide reliable, proactive 24x7 IT infrastructure monitoring and management solutions. Since engaging with InteQ, MOHG has seen the benefits of proactive IT infrastructure monitoring, immediate problem resolution and an overall increase in productivity.

"After an extensive evaluation of our options – both adding internal resources and bringing in a service provider – we felt that InteQ offered to us a unique combination of expertise, reliability and a proven process that made it the natural choice," said Nick Price, director of technology for Mandarin Oriental Hotel Group. "By relying on InteQ to manage our network and infrastructure, we have been able to concentrate our resources on more critical business problems that have led to increased efficiencies in our day-to-day operations."

InteQ in Action

Proven Capabilities: InteQ had initially gained credibility with MOHG through the success of its InfraWatch application, which MOHG had been using to manage its Internet hosting environment through a former partnership. This trust in InteQ, coupled with the fact that

MOHG's primary systems administrators were based in Hong Kong, caused them not only to leverage InteQ to remotely solve incidents and problems within MOHG's infrastructure, but also to take advantage of InteQ's additional capabilities and services to accommodate MOHG's rapid growth.

Proactive Monitoring and Management: MOHG then tapped into InteQ InfraSolve, a proactive, 24x7 IT infrastructure monitoring management solution. By leveraging InfraSolve, MOHG IT managers are able to free up IT personnel to focus on adding new functionality and service offerings, while still having a strong hold on core operational activities. Additionally, they are also afforded access to a clear view of the entire IT infrastructure through InteQ's InfraPortal service, a highly-secure, Web-based reporting portal that provides views into the availability and performance of the business application infrastructure as well as detailed application/device specific breakdowns.

InfraPortal has enabled us to benefit from Web-based visibility of our enterprise networks and central IT services at any time

"With our IT staff located around the globe, it is critical that we have a consolidated view of the performance of our application and network infrastructure," said Price. "InfraPortal has enabled us to benefit from Web-based visibility of our enterprise networks and central IT services at any time, enabling us to more efficiently manage our corporate IT services infrastructure."

Help Desk Management: As MOHG continued to experience rapid growth, the company chose to rely on InteQ to centralize all of the Group's help desk services in one place. InteQ, which leverages its own InfraDesk solution, a subscription-based, Web-enabled enterprise service desk solution, has now become a core element of the MOHGnet Global Support Centre. As a result, MOHG has been able to streamline help desk issues, enabling service calls coming in from around the globe to be addressed at any time day or night.

Best Practices for Vendor Management: MOHG also relies heavily on InteQ for its vendor management needs. This is based on InteQ's proven ITSM best practices and ITIL methodology, which enables organizations such as MOHG to leverage IT service management process and standards, allowing for effective vendor change management, which is critical in the hospitality industry.

"InteQ's proven IT infrastructure monitoring and management solutions, based on established best practices and processes, enable organizations to focus on strategic business objectives, while benefiting from consistent system availability and high service levels," said Maureen Ellenberger, CEO of InteQ Corporation. "By partnering with InteQ, Mandarin Oriental Hotel Group is able to dedicate more time toward developing state-of-the-art products and services, enabling the organization to continuously differentiate itself as one of the best hotel groups in the world."

A True Partnership

With MOHG's IT Infrastructure stable and reliable, Price and his staff have confidence that they have the pieces in place to accommodate additional expansion by MOHG, which could entail the addition of more hotels and resorts, an increase in end-users, or in the deployment of new applications to their network.

"The ability of my team to focus on making improvements to our IT systems rather than monitoring and managing what we have in place, provides us with the flexibility to implement new services, while dramatically reducing response times to end-user requests, which empowers us with a growing competitive advantage," said Price. "Additionally, we have developed a considerable amount of trust and respect for the InteQ team based on their consistency, reliability and proven expertise, and we look forward to sharing continued success with InteQ in the months to come."