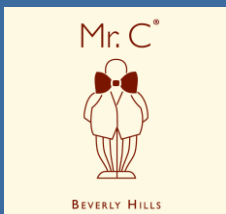




Mr. C Hotel is one of the most revered hotels in Beverly Hills, known for its reputation, luxurious style, quality, and service. The hotel has been a valued partner of Global IT for over four years.



“Global IT has been our DIA provider for over 4 years and our Cloud

and Managed IT provider for 2 years (from 2013). Since we have been working with Global IT our infrastructure has stabilized and our network is secure. Global IT handled an office expansion for us with no issues.

We highly recommend their Managed IT services because they provide hands on support.

All calls go direct to a certified engineer and trouble tickets get resolved quickly and precisely.”

Sam Jagger  
Vice President, Mr. C Hotel.

## PROBLEM

Mr. C Hotel was not satisfied with their previous IT management company. With no documentation of services they purchased and Service Level Agreements, the hotel did not know where they were overspending, or what costs could be cut or reduced. Additionally, there was no system backups with everything outdated, from hardware, monitoring systems, to record management systems.

## SOLUTION

Global IT technicians conducted technical meetings with staff. To follow up with an onsite network inspection, technology audit, and infrastructure documentation. This allowed the technicians to develop a comprehensive list of proposed upgrades and system improvements.

Technicians implemented approved changes, this included: reconfiguring the network, providing dedicated system backups to reduce system down time, allocated more hard drive space, and purchased new hardware and software.

## RESULT

Global IT’s technicians continue to provide 24 hour, 7 days a week tech support. The extra step of careful planning our technicians took helped make the project a success. After completion of the project, Global IT was asked to manage the IT infrastructure for a new office location.

