



A Fresh Approach to IT

Managed IT for the *Hospitality* Industry

Do you proactively monitor your IT systems and infrastructure?

Are you taking critical security precautions to protect one of your business's most valuable assets?

Do you have a coherent strategy and management platform for your IT needs?

Are your technology costs predictable and within your expectations?

At Entegraty, we understand just how important a reliable IT infrastructure is to your hospitality business. We have been delivering dependable, cost-effective managed IT services to our clients in the hospitality sector for over 10 years, and fully understand the role of IT in the industry.

Working in the Hospitality Industry

At Entegraty, we specialise in helping independent hotels and small chains to optimise the performance of their IT systems. We understand the role of IT in the industry, and work in conjunction with industry leaders such as Micros Fidelio and Visual One. We have several years' experience in a broad range of hotel technologies including Property Management Systems, Point of Sale, Spa, Golf and other bespoke solutions.

We offer services ranging from ad-hoc support and one off projects to a fully managed service that takes total responsibility for our clients' IT infrastructure.

Our services to the hospitality industry are designed to reduce management complexity and optimise the performance of our clients' IT infrastructures — at a cost that offers genuine value for money.

Notable clients include Lensbury, Chilworth Manor and Max Hotels, who we've been working with for several years.



Managed IT for your Hospitality Business

We know that the performance of your IT systems has a huge impact on your business. An unreliable infrastructure and systems downtime costs your business time and money, but also affects your hospitality to your guests. Our custom-made managed services packages are designed to assure you that your IT systems are totally reliable, and function only to your specific requirements. Working together, we can ensure that your IT remains one of your greatest assets.



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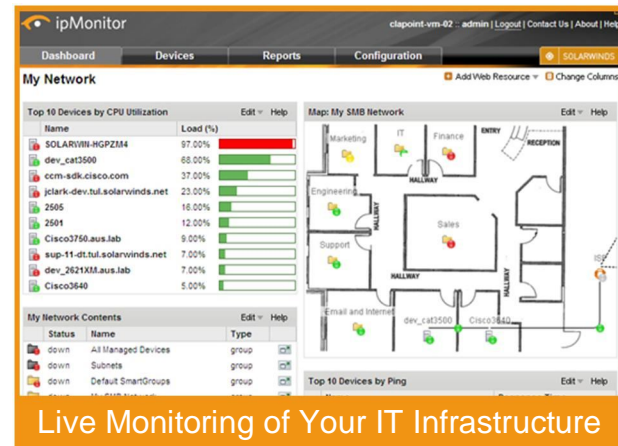
Our services

We actively monitor your IT infrastructure on a day-to-day basis, to ensure your systems run smoothly and without disruption. This includes:

- **Live Monitoring of your Windows Server Environment**
- **Live Monitoring of Anti-Virus Software Updates**
- **Monitoring of System Back-Ups**
- **Telephone Helpdesk Support**
- **Remote Dial-In Support (Using RDP/Webex/VNC)**
- **Management of Email and Communication Systems**
- **Onsite Support (as and when Required)**

Other regular tasks include:

- **Monthly Roll-Out of Microsoft Service Packs and Security Patches**
- **Systems Administration (User Set-Up, User Access, Active Directory, etc.)**
- **Data Integrity and Security**
- **Inventory, Licensing and Documentation**
- **Quarterly Reviews of Systems Procedures**
- **Contingency Planning**
- **IT Strategy and Planning**



IT with Peace of Mind

We guarantee all of our services with Service Level Agreements that specify guaranteed response times and performance metrics. We also provide a 3 month warranty on everything we do, and never invoice until work has been completed and signed off satisfactorily.

In order to minimise any risk to you, we include a 3 month opt-out clause within our Service Level Agreement. We also offer an innovative range of financing solutions to help you offset any capital expenditure, so you can benefit from a low total cost of ownership and a fast return on investment.

Our high quality of service can be exemplified by our extremely high levels of customer retention, as well as references from our clients in the hospitality industry, which are available on request.

Managed IT with  **entegraty**

For more information about managed IT services for your hotel and to arrange a consultation, contact us today.



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