



Fully Managed IT Services

A Case Study For Town Hall Hotel

ONSITE/OFFSITE SUPPORT – INFRASTRUCTURE SUPPORT – DATA BACKUP AND DISASTER RECOVERY

Managed IT Solutions

A Case Study For Town hall Hotel

The Client – Town Hall Hotel

Located in Bethnal Green, London, Town Hall Hotel and apartments is part of the Singapore Hotelier Peng Loh's unlisted collection. This hotel is a heritage building with a breath of new life in it. From its Edwardian lobby to its stylish rooms, this place is the perfect mix of modern while still maintaining its initial legacy.

"We are delighted to have Nybble on board as our IT and AV partner. We have seen an improvement already in customer experience and staff feedback on the reliability of systems. What makes Nybble special for us is their knowledge in all areas of I.T. and A.V. Rarely will you find an organisation with such a knowledge base in both areas which is absolutely key for us when running our hotels operation. For us life is so easy now, we make one call and Nybble attend to our needs immediately. Fast, friendly, professional and competent and they actually care. What more can I say. I'd recommend them highly to anyone needing I.T. and AV support around the clock."

– Lizzy Kelk, General Manager

The Challenge

With a user base exceeding 450, the hotel wanted to elevate the Wi-Fi experience for both guests and staff by prioritising efficiency, seamless wireless installation, and swift support.

Nybble assessed their infrastructure and identified areas of improvement to enhance performance and security. We collaborated closely with Town Hall Hotel to implement necessary changes to optimise their IT environment. Our goal was to ensure smooth operations and reliable connectivity.

The Solution

Keeping customers happy and online is a priority for both us and the hotel, which is why we offer 24/7 support. We ensure minimal downtime so you can continue posting, sharing and liking whenever and wherever in the hotel you'd like.

Here is an overview on the steps we took to help Town Hall Hotel:

Network Infrastructure: We ensured that Town Hall Hotel's network was configured optimally to meet their requirements. This included managing the router and switches to maintain a stable and secure network environment.

Wi-Fi Expansion: Recognising the need for future growth, we planned to extend the Wi-Fi coverage to include their warehouses, enhancing connectivity and enabling seamless operations across all areas of Town Hall Hotel's facilities.



The Results

Following Nybble's assessment, the hotel successfully addressed the challenge of enhancing the user experience for both guests and staff with a user base exceeding 450. Nybble's expertise in delivering optimal solutions was evident in the seamless implementation of efficient performance, wireless installation, and swift support. Leveraging their established collaboration, which included prior provisions of audiovisual equipment and VDI consultations, Nybble emerged as the natural partner for the hotel's aspirations.

The hotel's commitment to customer satisfaction and uninterrupted online services was further fortified by Nybble's 24/7 support. The fully managed IT services ensured remote support, with one of the industry's fastest response times, minimising downtime and allowing users to stay connected. Nybble's comprehensive support services, including Onsite Support, Infrastructure Support, Data Backup, and Disaster Recovery, empowered the hotel to focus on business growth, reflecting the tangible success of this collaboration. The result is a technologically advanced and customer-focused environment that aligns seamlessly with the hotel's aspirations and exceeds user expectations.

The Conclusion

In conclusion, the collaboration between Nybble and the hotel, has resulted in a substantial transformation of the technological landscape, significantly enhancing the user experience for guests and staff alike. Addressing the challenge of prioritising efficiency, seamless wireless installation, and swift support, Nybble emerged as the ideal partner due to its proven track record and the foundation of a friendly collaboration established through previous engagements.

Copyright © 2023 Nybble. All rights reserved. The trademarks and/or registered trademarks of the respective owners of brand, product, service names, and logos are acknowledged and recognized. The specifications and designs are subject to change without prior notice. All data provided in this case study were considered accurate at the time of creation. Nybble cannot be held responsible for any errors or omissions.