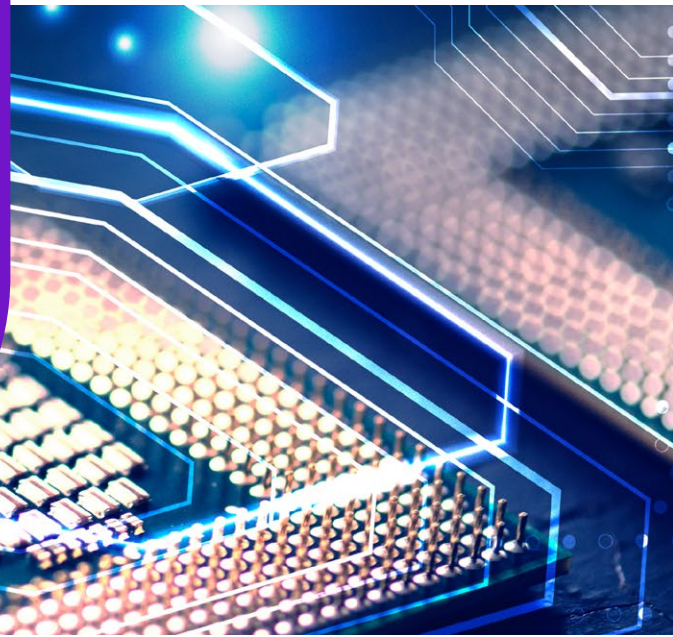**kerv**

Hospitality: Desktop as a Service

The Challenge:

The client had been using a Desktop as a Service platform provided by a large telecoms provider for the past six years. The platform was built in a multi-tenancy environment meaning that they shared resources with many other clients.

The platform was very much a "one size fits all" solution and restricted how dynamic the business could operate and grow. **The main challenges we found with their current solution were:**

> A lack of high availability leading to major outages which impacted the ability to take revenue at the hostels and loss of reputation

> Multi-tenanted platform led to other client's issues affected theirs

> Poor customer service and technical skills

> A lack of visibility and control

> A one size fits all approach meaning the platform could not fit the needs of the business so the business had to try and fit around what the platform could provide

> Platform not regularly updated

> Poor end user experience for Hostel staff

> Security concerns around multi-tenancy

" **Our business is a truly 24x7x365 business. A moment of downtime means that we cannot take bookings, check people in and out, take food and drink orders and so on. Every minute IT systems are not available we lose money and a lot of it. What we needed was an IT solution that was always available and was highly performant at all times."**

IT Director

The Facts:

Global Hostel Chain –
Pioneers of affordable luxury, It has been hailed as the fastest growing hostel brand. They already have a large footprint of hostels across Europe and are expanding their hostel chain into the United States.

✓ **100% Uptime**
✓ **High levels of Support**
✓ **Flexibility**
✓ **Economies of Scale**

The Solution:

When we first engaged we took the time to fully understand their requirements. The detailed requirements list we created with them gave us 62 unique requirements of the platform.

It was clear that the staff worked in different ways. Some only used email, Office and files, others used line of business applications heavily, whilst others travelled a lot and required offline working. They all wanted to be able to choose how they worked and to be able to work on any device, at any time and with any Internet connection including no Internet at all. What we did is what we always do, which is to start with a blank piece of paper and design a solution from the ground up so that we can meet all the requirements as well as build in flexibility to enable the solution to evolve and adapt as the client does.

Kerv Transform provided a private, highly available platform which was tailored to meet their current and future requirements. The platform allows users to work in a variety of different ways and allows them to have control of their virtual IT workspace. Users can work from anywhere in the world seamlessly as well as being able to work offline when travelling, knowing that their files and systems are secure and synchronised back to the Head Office. System uptime is designed to operate
at 100% ensuring they can always service their clients and allowing the business to maximise revenues.

> **We also needed a platform which could be flexible and dynamic as we grow and evolve as a business. We looked at many different businesses and only one could meet all of our requirements and that is where our journey with Kerv Transform began"**
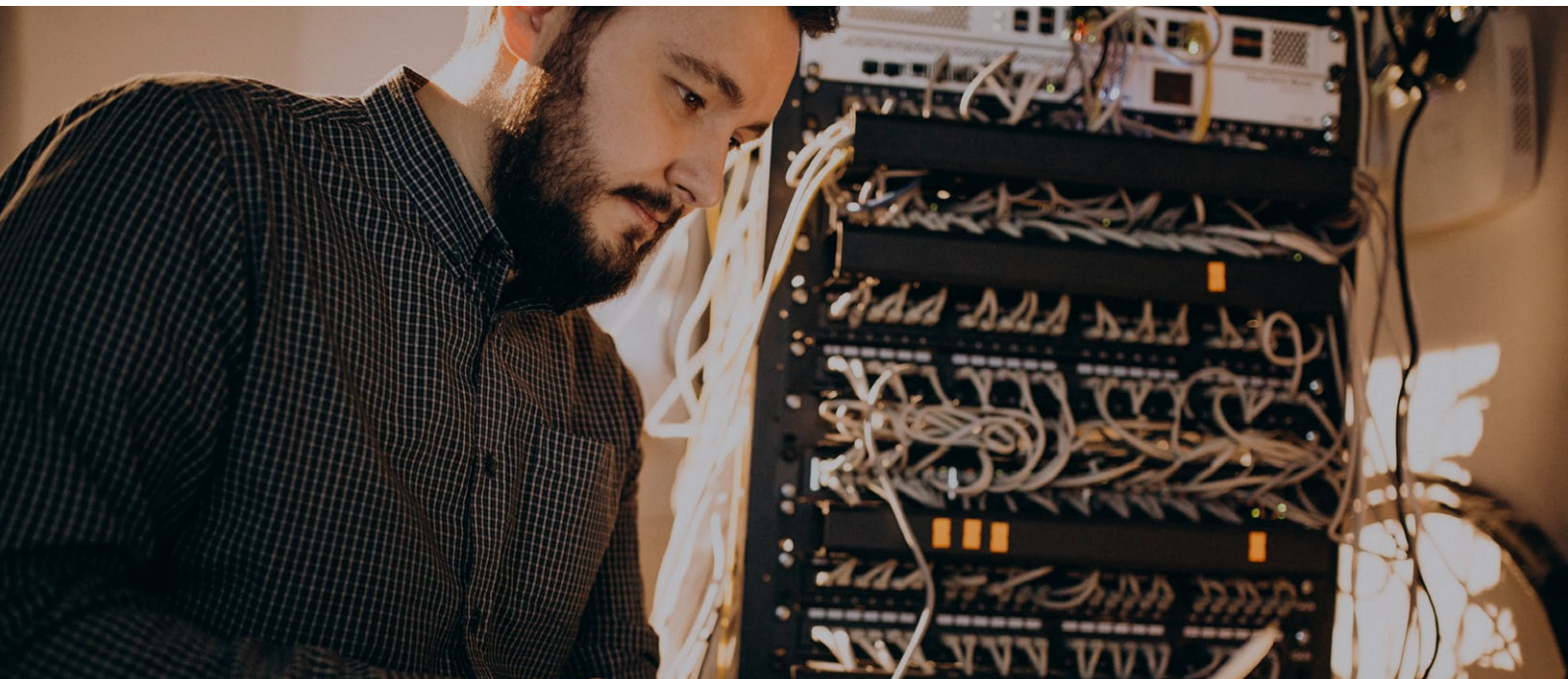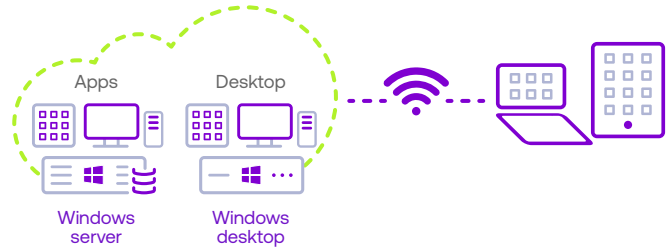
IT Director

The Results:

Since migrating to the new platform their staff have seen a significant difference in the performance of their IT systems and have experienced no downtime across the platform.

Their IT Director notes:

"In many ways staff had lost a lot of faith in the old system, it was slow, unreliable and it couldn't adapt to how our staff wanted to work. We have a young and fun culture within our business and a "can do" mentality and we needed the IT system to be able to deliver.

Before I had staff moaning about the IT platform, now I rarely get any comments which shows that our staff have grown to know that it will just work. Now they ask me what more can it do which is a great place to be in. The team at Kerv Transform have listened to what we needed and delivered a solution that allows us to continue to evolve and grow as a business. The solid platform we have is enabling us to plan to double in size within the next two years. Previously our growth was restrained in part by our IT systems".

Apps   Desktop

Windows
server

Windows
desktop

kerv