Coast Hotels Success Story

Overview

Coast Hotels & Resorts is a large Western North American regional chain of hotels and resorts, with 35 hotels and resorts in Alaska, Hawaii, Washington, Oregon, California, Idaho, British Columbia and Alberta Canada. Both business and leisure travelers choose Coast Hotels & Resorts based on its reputation for providing all the comforts of home and more – including quality, cleanliness, comfort, safety and value. With multiple locations and a growing customer base, the company relies extensively on technology for communication and management of the Coast Hotels properties.

Challenge
Coast Hotels & Resorts was faced with a major server problem in one of its offices and found the recommended solution by its existing technology support service provider to be both costly and cumbersome. Coast Hotels COO Matt Murphy easily selected Convergence Networks as it's new technology partner having had previous experience with Eric Gray, co-founder of Convergence. Murphy emphasized the importance of securing a new technology partner that met his standards of trustworthiness and responsiveness in a critical 24/7 business environment.

"We selected Convergence Networks based on their proven customer experience, straightforward approach, and comprehensive understanding of our business needs," said Matt Murphy, COO, Coast Hotels. "We have been very satisfied with their on-site support, 24-hour help desk and overall ability to provide great service and solutions at a cost-effective price. By partnering with Convergence Networks, we've gained not only our own in-house IT staff, but the opportunity to improve the benefits of our technology investment."

Success
Convergence Networks conducted an audit of Coast Hotels existing solutions, detailing effectiveness of current technology implementations and providing recommendations for creating a more predictable IT environment. Without an in-house IT support staff, this is crucial for companies like Coast Hotels, where technology touches various parts of their business – including employee communications, restaurant point of sales, movie systems and overall management of the properties.

While Convergence Networks was initially brought on to create a 'fix' or 'band-aid' for one of their servers, the company now provides solutions and support for eight Coast Hotel establishments

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