

## SARCOM Benefits Hotel Chain With Assessment and Technology Road Mapping

**The Challenge:** A hotel chain needed a technology roadmap to streamline their IT department.

Headquartered in New York City, this large hotel chain offers distinctive hotels in most major markets in the U.S. and Canada. Loews destinations include the cities of New York, Chicago, Denver, Los Angeles, Nashville, Philadelphia, Washington, D.C., Annapolis, Montreal, Quebec City and New Orleans. Also included are world-renowned vacation destinations such as Miami's South Beach, Orlando, Tucson, Arizona, St. Pete Beach, FL and California's Coronado Island. The hotels cater to discerning business and leisure travelers and host to the most important business, political and industry association events.

The client supports approximately twenty hotels across the United States and Canada. They were refreshing the current IT environment on a thirty-six month, one-third a year equipment lease schedule. With staffing limitations and the hectic pace on the business, they found it increasingly difficult to digest the technology changes occurring in the industry. They also grappled with how or if these new technologies would benefit them in their environment.

The client has a distributed Windows environment that has historically implemented technology on a three year leasing schedule using a machine for machine replacement methodology. With the limitations placed on them pertaining to staffing headcount, it raised concerns. These concerns were about new technology implementation enabling the corporation to streamline their IT operations, maintain a smaller overall footprint and provide scalability on demand. SARCOM assisted the client in assimilating a Technology

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Roadmap addressing New Technology and the evolution of their IT environment incorporating it.

**The Solution:** SARCOM's roadmap allowed the client to greatly improve their environment.

SARCOM assisted the client by delivering an infrastructure technology Roadmap. The Roadmap was put together starting with a discovery phase to identify environmental needs, an assessment of the findings that was performed to assess any risks associated within their environment based upon the Current State, and finally, recommendations along with a proposed architecture was delivered identifying new technology implementations using their current leasing schedule.

The net result provided the client with a New Technology Roadmap enabling them to evolve their environment in a logical and purposeful manor.

SARCOM created a Technology Roadmap which encompassed all aspects of the client's Enterprise Computing and Storage environment. This Roadmap provided the client with the essential

planning criteria to evolve their Enterprise Computing and Storage environment in a direction facilitating a smaller footprint, standardization, higher availability and finally making it more secure and scaleable.

Over and above the delivered planning tool, a side benefit of the endeavor was the assimilation and documentation of the Current State of their environment. Many organizations have the desire to have this information in a detailed and organized manor, but creating it and maintaining its currency is a daunting task. SARCOM provided this as one part of the total deliverable of the engagement.

**The Results:** SARCOM delivered benefits like better protection and more space utilization.

- Improved utilization of space, power and HVAC
- Greatly improved level of data management
- Greatly increased level of data protection and availability
- Completely documented environment
- Procurement planning tool