

# Mitel Customer Snapshot: FIRMDALE HOTELS



## COMPANY OVERVIEW

Firmdale Hotels is an award winning 5 star boutique hotel group comprising ten hotels in London and New York. Founded and run by husband-and-wife team Tim and Kit Kemp, each one of the Firmdale Hotels standard of excellence and unique townhouse style of decoration have over the years added up to a winning combination. The group's winning approach has been recognised with a number of awards, including the Queen's Award for Enterprise in 2018, 2009, 2006 and 2000 in recognition of their outstanding achievements for International Trade. Ham Yard Hotel also won Hotel of The Year at the 2018 Cateys Awards.



## SITUATION

Firmdale Hotels were looking for a new telephony partner who would work with the IT department in maintaining round the clock reliability of their existing Mitel infrastructure. As an innovator using state of the art technology, ensuring uptime is critical to overall guest experience. Firmdale Hotels therefore needed a partner they could rely on, who would act as an extension to their own service team. 4Sight achieves this via the monitoring of Firmdale's Mitel platforms and applications, coupled with a proactive approach to service.

## REQUIREMENTS

- Critical need for 24/7 uptime in communication system
- Desire for greater control over reliability
- Need for a powerful management and monitoring tool
- Technology partner to deliver enhanced functionality and business continuity

## SOLUTION

- 4Sight Monitor (Mitel Performance Analytics) fault and performance management software was implemented to monitor and manage Mitel business communication system performance
- Proactive round the clock Mitel system support

## RESULTS

- Avoided downtime
- Simplified monitoring
- Enhanced reporting
- Ability to plan more effectively
- Optimal performance ensured

## PROFILE



### Location:

London and New York

### Industry:

Hospitality

### Staff:

1500 employees

### Website:

www.firmdalehotels.com



*The 4Sight team always provides us with a personal service and respond to all of our queries in a responsive, speedy manner.*

DIRECTOR OF IT,  
FIRMDALE HOTELS PLC

## CONTACT US



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