



● Hosted solutions for improved operations ●

The Background

HotelREZ Hotels & Resorts offers an incredible mix of independent and unique hotels, from sleek boutique city gems, to country-house retreats full of charm and history. The hotels are independently owned and managed, and are located in countries around the world. HotelREZ strives to provide guests with a unique travel experience offering a blend of local culture and home comforts.

HotelREZ is a customer of Daisy (formerly Alternative).

The Challenge

As HotelREZ's hotel portfolio grew, managing its global distribution system (GDS) became uneconomical and inconsistent. This impacted the speed and quality of its operations. It needed a solution that would address this issue and improve operations.

The Solution

After analysis and consultation on the existing set up, Daisy worked with HotelREZ to design a solution which would be fully deployed using Daisy's Online Desktop platform. The first task was to implement an ITaaS platform, based in dual redundant UK data centres, offering desktops and applications as a monthly subscription-based service. This was followed by the inclusion of Desktops-as-a-Service (DeskaaS) enabling remote sites to connect from any internet connected location. This implementation and migration was enabled smoothly and efficiently with no end-user impact.



The Result

With the presence of the 24/7 network operations centre team both Daisy and HotelREZ have visibility and the ability to react as soon as issues are raised with the systems at any time of the day. HotelREZ has been assigned a service manager and dedicated desk-based support manager. This team ensures that Daisy remains accountable of the delivery throughout the life of the contract.

The new hosted solution has now provided a platform with an equal user experience with centralised operations and data. The reliability and availability are at optimal levels which have increased performance and productivity.

“Working with the Daisy team was a great experience. Throughout the project we had close contact with the project manager, technical and even senior company directors. Their professional and methodical approach gave us assurance and it was clear they had done this many times before.”

We would love to tell your story to our 40,000 monthly website visitors.

If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at pressoffice@daisygroup.com with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business' website.

