

Success Story of Cloud Solution

January 10, 2013

<u>Cloud Solution Type</u> SaaS
<u>Case Study Title</u> Hongkong and Shanghai Hotels Limited Selects Verizon's Enterprise Cloud to Help Deliver Outstanding Customer Service
<u>Basic Information</u> Company Name: Verizon Client Name: The Hongkong and Shanghai Hotels Limited Deployment Date: Feb, 2012 Web Site: HSH: www.hshgroup.com Verizon: verizon.com/enterprise
<u>Introduction</u> <p>The Hongkong and Shanghai Hotels Limited, one of Asia's leading hospitality groups, has chosen a Verizon Terremark enterprise cloud computing solution to consolidate and centralize its technology infrastructure and better support its customers.</p> <p>HSH, which focuses on excellent customer service, realized that centralizing its IT infrastructure would better align its processes and systems in support of its customers. The company decided to adopt a hybrid public/private cloud computing infrastructure that enables it to leverage additional capacity on demand during peak booking periods.</p>
<u>Experience Sharing</u> <p>HSH was incorporated in 1866 and currently operates a range of prestigious hotels and commercial and residential properties across Asia, the United States and Europe, including the luxury Peninsula Hotels in nine cities. By eliminating the need to maintain servers at the company's many locations around the globe, HSH's central IT team would be able to focus its efforts on accelerating the development of new services for both guests and staff.</p> <p>HSH chose Verizon due to its proven ability to deliver a highly scalable, secure and efficient environment from which critical data and applications such as Microsoft Office 365 and SharePoint could be integrated and accessed with HSH's global active directory structure.</p>

Practical Tips

Verizon’s professional services team collaborated closely with HSH throughout an intensive migration planning and delivery process to safeguard against business disruptions by ensuring that critical systems such as reservations and back-office applications would be available and fully operational throughout the transition. This comprehensive planning and review process was critical to the project’s success.

Shane Izaks, HSH’s general manager of information technology, said: “We provide our discerning guests with world-class hospitality and unparalleled guest services throughout the customer experience. A robust, secure and reliable IT infrastructure is critical to delivering this, whether in terms of supporting our Web presence, our reservations system, our in-house service delivery or our ongoing customer interactions. Scalability to support our expanding business requirements was a key concern for us, but so too was a solution that would support agility and help us be more innovative in our service and solution delivery.

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