

Case Study

Making the move to Independence

as smooth and seamless as
possible

The Challenge:

Previously part of Macdonald Hotels group, the management team at Gisborough Hall approached razorblue to provide an IT solution as they transitioned away from the Macdonald franchise to become independent. The project included the migration of the hotel's PMS and EPOS systems, as well as addressing the hotel's connectivity issues as guests were frustrated by the existing WiFi solution.

Client Profile:

Gisborough Hall is a four star country house hotel that combines modern day luxury and traditional features within its ivy clad walls. Situated on the edge of the North Yorkshire Moors, the hotel is surrounded by stunning open countryside.

- **Four star hotel**
- **Popular for business and leisure**
- **Rural location**

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The Solution:

razorblue ensured the seamless migration of the hotel's PMS and EPOS systems away from the Macdonald Group with new on-premise servers with cloud backup. razorblue solved the hotel's connectivity issues with a 100MB leased line and the deployment of a new Ruckus wireless solution with 30 access points. The hotel now has a Sage 200 Accountancy platform, with full PCI compliance. razorblue continues to provide ongoing 24/7 care.

The Result:

After a trouble-free, flawless changeover, Gisborough Hall was up and running with minimal fuss and little impact on staff and guests. The hotel's guests now enjoy reliable, fast WiFi connectivity across the site, meaning no more frustrated visitors.

"The transition was seamless. Huge credit is due to the team at razorblue."



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