



>>> Unlimited IT Support

The Spencer on Byron Hotel is one of Auckland's premier locations offering 249 business class suites, elegant banqueting rooms, state-of-the-art conference facilities and fine dining. Situated in the heart of Takapuna, The Spencer on Byron Hotel is renowned for impeccable service and quality facilities.

With quality in mind and guests checking in 24/7 it was imperative that the hotel management systems were operational and performing 100% efficiently at all times. Softsource were originally commissioned on a "break/fix" basis to address problems as they arose. This proved expensive as each call was dealt with as a single instance and due to time constraints often resulted in the patching of problems without tackling the root cause.

Entrada Managed Services removed these issues. For a fixed monthly fee Spencer on Byron now receive unlimited IT service support 24/7. "In a tight economic market, it is advantageous to have a set IT budget, especially with a moving target such as IT performance," comments Greg Remmington, General Manger of The Spencer on Byron. "The Entrada Gold Corporate solution was ideal for our needs. It has taken the headache out of managing our IT systems – not only reducing the workload of staff employed in other capacities but maximizing productivity within the hotel systems".

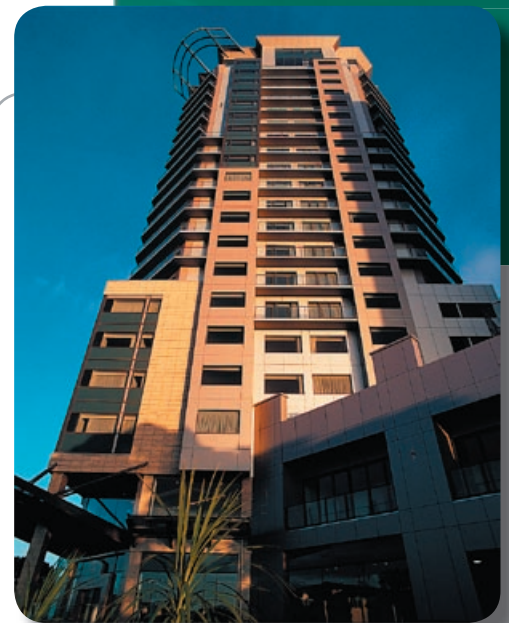
"The activity reports produced monthly are another valuable feature. This detailed log allows me to see at a glance where problems are occurring and often identify areas that require in house staff training", explains Greg. "In that vein, I also like the flexibility Entrada gives in setting various authorization levels so that only staff with the correct authority are making changes to the system." We have been working with the team at Softsource for over 4 years now and the strength of this relationship has built a strong confidence and trust in performance.

Softsource have tailored Entrada Managed Service to address the basic needs of most businesses – That is, to have the IT systems working all times at maximum efficiency for one fixed cost. Entrada is about excellent high quality support with measurable results in clear reports.



Greg Remmington, General Manger

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SOFTSOURCE LTD

Phone 09 918 3712 Level 1 Building E 42 Tawa Drive PO Box 301 021 Albany Auckland