



Introducing Northop Hall Hotel

Northop Hall Country House Hotel is a beautiful Victorian mansion set in over nine acres of private woodland close to historic Chester and on the border of North Wales.

Established in 1872, the charming hall has been refurbished to offer modern facilities in a relaxed and tranquil setting – ideal for those looking to get away from it all in the most breath-taking surroundings.

The family-owned hotel is guaranteed to fulfil your every need and expectation. Whether you're looking for a romantic break, family getaway or a perfect venue for your wedding, business conference or private event, we will do everything we can to ensure your stay is memorable.

Challenges and Barriers

Hacks, attacks, virus outbreaks along with piecemeal technology and infrastructure, plagued the Northop Hall Hotel.

The team were frustrated with daily issues, especially with email. Nothing had been backed up for well over 4 months and email outages were common place and for days or weeks at a time.

With costs spiralling, and little support, the management team needed a serious IT solution to support their independent hotel.

Key Services:

- Consulting and Managed Services

The Solution

From day one, the team felt supported with the presence of Think Cirrus' IT Managed Service.

PCs and internal servers were installed with monitoring tools, patch management processes and robust anti-virus policies.

Email was moved away from an inhouse server to a cloud based solution, complete with on line protection and security. The new email solution has meant that Northop Hall Hotel has not had a problem since 2015.

The next stage included improvements to their core network and incremental Wi-Fi upgrades and improvements. The Wi-Fi is now so reliable that the PDQ machines connect through their secure network. The venue is now monitored and protected 24x7 by Think Cirrus systems and service team.

About Think Cirrus' Managed Services

Think Cirrus' effective managed services allow you to focus on doing amazing things.

From looking after your Wi-Fi and phones, to ensuring your antivirus is protecting you as it should, we are here to support you 24x7.

Think Cirrus' service portfolio covers hosting, networks and communications services.

The Benefits

The management team at the Northop Hall hotel feel supported everyday by the Think Cirrus Managed Service Team.

The team will ensure that daily their hotel keeps running 24 hours a day. They can communicate effectively with customers and ensure that they give the top customer service needed and expected at a boutique country house hotel.

In the background the Think Cirrus Managed Service team ensures that anti-virus systems are in place, software updates are kept are to date and data storage is always within capacity.

For Northop Hall hotel, there is now a continuous improvements plan in place, which covers technical changes, underpinned by systems and processes reflecting the Northop Hall Hotel's business plan.

About Think Cirrus

We don't want you to struggle with your I.T. We're here to support you all day everyday. We're your outsourced I.T. team. No hassle, no worries.

We'll take care of your IT conundrums so you can focus on growing your business more efficiently.