

# CASE STUDY

## The Grosvenor



The Grosvenor in Stockbridge is a stunning contemporary hotel and wedding venue in a fabulous 19th century setting. Named for the Grosvenor family, whose history can be traced back almost 1,000 years to the reign of William the Conqueror, it is also steeped in horse racing heritage because Stockbridge Racecourse was the Ascot of its day. The Grosvenor now offers stunning rooms, a collection of restaurants for a lobster lunch, afternoon tea or fine dining from the Signature Menu, as well as fun seasonal alpine ski lodge La Hutte.

There are also treatment rooms, a sunny walled garden and the temptation of fly fishing from a spot that has been popular for 200 years. What The Grosvenor needed was a first-class WiFi and phone system to match.

Karen Addison, Project Facilitator explains.

### the challenge

The Grosvenor had recently changed ownership, but the new proprietors had not been given the necessary information to maintain the ageing IT system. After an unfruitful conversation with the incumbent provider, we contacted Marston's Telecoms to find a way to remove the old, complicated system and install a new, simple solution without affecting the day-to-day running of the business.





## the response

Marston's Telecoms have been completely brilliant throughout the whole process.

They offered us a comprehensive solution including removal of the old system and installation of a new IT and phone system. Our main requirement was a superfast Wi-Fi solution for guests that would be future-proof and easy to maintain, as well as limiting any damage to the property during the changeover.

Personal phones were given to staff and landlines were installed on each residential floor to ensure patrons always have the ability to speak to a member of staff, if needed. As hotels are 24-hour businesses that may need support day or night, Marston's provided 24-hour telephone support until the upgrade was completed to ensure there was no downtime or delays to our services.

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## the result

We were more than impressed with Marston's products and fantastic service, including: high-speed Wi-Fi, friendly and polite support staff, having a single point of contact for any issues and the fact that we were presented with solutions rather than problems. During a very stressful changeover period, we were able to set aside any IT-related worries and focus on other tasks.

## the verdict

Taking over a hotel is very stressful with many concerns. Marston's were the best part of the process. I had no worries whatsoever on the IT and telecoms side, which was fantastic.

We have had just one single point of contact from the word go although there were multiple actions needed. Marston's Telecoms took the stress away.



*stress relieving*