



Highgate Hotels Successfully Completes Office 365 Deployment

Leading hospitality management firm transitions to the Cloud, improving consistency and stability.

Company Overview


Founded in 1988 and headquartered in Irving, Texas, Highgate Hotels, is a leading hospitality management firm, serving some of the largest and most sophisticated Hotel Owners. Highgate is committed to providing custom services in hospitality investments and hotel management services to third parties. The company's current collection includes over 40 locations globally, totaling more than 25,000 rooms, including notable boutique hotels, Park Central and The Quin.

Challenge

Highgate Hotels faced a few challenges – platform inconsistency between clients causing disparate communication, instability from several third-party hosting vendors with lack of quality customer service and support, and the need to meet modern technology requirements. Highgate Hotels looked to Office 365 to solve these issues, with the scope of migrating 1,500 users in a cost-effective, streamlined way.

Solution

Before partnering with Strategic SaaS, Highgate looked into working with software vendors they had previous relationships with. “[But] At the end of the day, we wanted to work with a well-respected and well-referenced Office 365-centric Microsoft partner located near our corporate office,” according to Michael Johnson, corporate IT Director of Network and Security.



“Strategic SaaS really took hold of the project from our first conversation, planned the transition, allowed for flexibility along the way, and always kept going until the project was complete.”

-Michael Johnson
IT Director of Network
& Security

Executive Summary

The logo for Highgate Hotels, featuring the text "HIGHGATE HOTELS" in white capital letters on a red rectangular background.

Client

Highgate Hotels is the leading independent hospitality management firm. Based out of Irving, TX, the organization currently serves 40 locations globally.

Challenge

Highgate wanted to migrate 1,500 users in a cost-effective, streamlined way to Office 365, ensuring consistent collaboration in a stable environment.

Solution

Strategic SaaS helped Highgate Hotels fully migrate email from various email providers to Office 365. Strategic SaaS was flexible as needed, and worked closely with Highgate to make sure end-users were not disrupted or in harms way of any potential risks.

Results

As a result of the migration, Highgate was able to clean up accounts and standardize email lists, while also reducing collaboration issues amongst teams. Using Office 365, they now benefit from enhanced collaboration and see better response time.

With Highgate's unique project, planning and versatility throughout its entirety was crucial for their success. "Strategic SaaS really took hold of the project from our first conversation, planned the transition, allowed for flexibility along the way, and always kept going until the project was complete," Johnson said.

In order to eliminate any potential risks, users were notified in advance of the upcoming changes and were provided with necessary documentation. Strategic SaaS helped Highgate fully migrate 1,500 users to Office 365 and implemented a cloud-based solution that integrates with Microsoft Lync and SharePoint as well as single sign-on capabilities with Active Directory Federation Services (ADFS) in 4 months.

Results

As a result of the Office 365 migration, Highgate Hotels has not only improved their back-end administration by cleaning up accounts and standardizing email lists, but also reduced collaboration issues seen amongst scattered teams. In addition, the increased functionality of the Office 365 environment has proven to be a benefit to Highgate. "Easier collaboration has been accomplished with newer, fresher features, and the employees are taking advantage of the improved and consistent global address book," Johnson commented.



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