



LANTECH'S EXCEPTIONAL MANAGED IT SERVICES AT WINDWARD MANAGEMENT

CLIENT: Windward Management

SECTOR: Hospitality



Challenge

In the dynamic and fast-paced world of hospitality, Windward Management oversees the operations of 17 bustling hotels across Ireland and Belgium. Juggling multiple service requirements for both customers and team members, the company faced the inherent challenges of the industry—priorities, tight deadlines, service requests, and an ever-expanding to-do list.

Amidst the whirlwind of daily operations, Windward Management recognized the critical role played by their IT infrastructure and sought a managed IT services provider that not only understood their technological needs but also aligned with the unique demands of the hospitality sector.

Solution

LANTECH'S COMPREHENSIVE MANAGED IT SERVICES

Windward Management found its ideal technology partner in Lantech, a managed service provider with a proven track record of delivering secure, reliable, hassle-free, and efficient technology solutions. The partnership aimed not just to meet immediate requirements but to provide the foundation for the company's existence and growth.

Key Outcomes

Rapid Response During COVID-19: When the hospitality industry faced unprecedented challenges due to the COVID-19 pandemic, Lantech showcased unparalleled agility. Within 48 hours, they collaborated with Windward Management to enable seamless remote operations, allowing the business to adapt swiftly and continue serving customers during these challenging times.

Understanding the Industry: Lantech distinguished itself by going beyond traditional service delivery. The team demonstrated a genuine interest in understanding the nuances of the hospitality industry. This was evident in their participation in industry conferences worldwide, gaining insights into the unique drivers shaping Windward Management's market.

Strategic Partnership: Lantech's approach transcended the conventional client-vendor relationship, evolving into a true partnership. The team worked closely with Windward Management to define and drive standards and policies, contributing to the adoption of cyber certifications and positioning the group as a leader in technology utilization within the industry.

Proactive Technological Guidance: Lantech's role extended beyond reactive support; they proactively challenged Windward Management to address strategic technology decisions. This approach ensured that technology wasn't just a tool but a strategic enabler for the business.



We at Windward Management acknowledge the transformative impact of our managed IT services . Lantech's unwavering commitment, coupled with a responsive, knowledgeable, friendly, and professional approach, has elevated the partnership beyond mere service provision. The collaboration has not only secured Windward Management's present but has also positioned us to thrive in an ever-evolving market. The success story of Windward Management and Lantech exemplifies the true essence of a collaborative and strategic partnership in the realm of managed IT services.

