

“We use Fujitsu as our outsourced IT department, so it deals with every single IT issue. The Fujitsu team is always able to resolve our issues and solve problems.”

Michael Chinnery  
Group Financial Controller  
Sudima Hotels

Sudima Hotels brings Fujitsu NZ on board to streamline its IT infrastructure and create a cohesive approach across all its hotels.

**At a glance**

Country: New Zealand  
Industry: Hospitality  
Website: [sudimahotels.com](http://sudimahotels.com)

**Challenge**

Sudima was looking to expand operations and provide guests with an improved user experience. This involved pulling all data, applications and user experiences into a singular, secure and managed solution.

**Solution**

Fujitsu consolidated each of the hotel's onsite and offsite components, including network infrastructure and user endpoints. This simplified management and maintenance, as well as enabled new services to be added easily.

**Benefits**

- Increased workflow and production efficiency
- Standardization of all onsite and offsite components
- Reduced TCO
- Greater scalability
- Reduced need for management and maintenance

## Customer

Sudima Hotels is part of the Hind Group, which operates four hotels under the Sudima brand in New Zealand, including at Auckland Airport and Rotorua. Sudima Hotels aims to provide the best guest experience possible, with both management and hospitality striving to achieve the highest service standards for all guests at every hotel.

## Products and services

- Fujitsu Cloud
- IT Outsource

### Fujitsu helps hotel chain to improve guest and staff satisfaction

Expansion in business can provide fantastic opportunity, but it can also uncover a number of issues and complications. When Sudima Hotels began a period of expansion in New Zealand in 2010, it discovered a pattern of inconsistency within the IT infrastructure across its hotels.

Each Sudima Hotel location – Auckland Airport, Rotorua, Christchurch Airport – had its own individual, disparate systems and data sets. Typically, this data was stored on desktops and back office servers. Furthermore, guest Wi-Fi capabilities and kiosk quality were also varied across each hotel. Sudima recognized these inconsistencies in its IT infrastructure stemmed from having different IT providers at each hotel. So, with guest and staff satisfaction at the forefront of its vision, Sudima brought Fujitsu NZ on board to streamline its IT infrastructure with a cohesive approach across all its hotels.

### Businesses can effortlessly modernize, innovate and extend with Fujitsu SMB Cloud

“We ran an audit and risk analysis for Sudima and then proposed a strategic solution, with Fujitsu as the singular provider of IT services,” says Tony Campbell, SMB Technical Manager, Fujitsu NZ. “Once it decided that was the way forward, we transitioned Sudima into the Fujitsu SMB Cloud, and began the standardization process.”

The Fujitsu SMB Cloud allows for integration - pulling all data, applications and user experiences into a singular, secure and managed solution, enabling businesses to modernize, innovate and extend. It is also highly scalable, allowing for digital transformation across a broad range of technologies. Standardization under Fujitsu NZ entails introducing and implementing modern benchmarks and systems across all onsite and offsite business components including hardware and software.

Amalgamating Sudima’s entire IT infrastructure into the Fujitsu SMB Cloud allows for comprehensive data protection and the ability to access data from all areas of the business anytime, and anywhere. “All of Sudima’s back office, front of house, checking guest in and out, reservation bookings and visual signage – all these functions are run from within the Fujitsu cloud environment,” says Campbell.

### Standardization that allows you to focus on what matters

Through Fujitsu NZ’s standardization expertise, Sudima’s onsite and offsite components have been aligned to use the same hardware and configurations, including user endpoints (standardized desktops and Microsoft Surface Pro), network infrastructure and guest facing technology services.

Campbell says this standardization enables a lower TCO, greater ease of management, and means less on-going maintenance. It also allows greater scalability, with every Sudima location capable of bringing new services online with relative ease, while still retaining security and reliability.

“We provide Sudima with flexibility,” says Campbell. “Sudima hasn’t had to worry about the feeding and watering of its IT systems because it’s done pro-actively behind the scenes. They’ve just been able to get on with being hoteliers.”

## FUJITSU

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