



Aria Resorts own a range of luxury holiday resorts, scattered along the UK's spectacular coastline in the Isle of Wight, Yorkshire, Cornwall and Devon.

As a growing operator and developer of UK leisure and hospitality assets, they have recently opened a new Head Office in Bournemouth with the aim of bringing together its business operations and ensuring proficient operation of its first-class customer services and booking facilities.

### The challenge

Aria was faced with two challenges and required a single IT provider that could manage the whole project effectively and efficiently:

#### Challenge 1: Head Office Installation

With no central base for business operations, Aria employees worked from home or across various sites, meaning back office procedures were sporadic. To facilitate the smooth running of future operations, Aria needed an entire office and IT installation, within a short timeframe.

#### Challenge 2: Consolidating Existing Infrastructure

With a growing portfolio operating from many different sites, the IT infrastructure was unreliable, and employees were dealing with separate and disparate IT facilitators at individual sites. The company needed a central point of contact for IT provision; a flexible, reliable and integrated solution, backed up with ongoing IT support.

### The solution

Having worked with some Aria employees previously, Enhanced were their supplier of choice. With a relationship already based on trust, Enhanced strived to understand the long-term vision of Aria and provide a plan to ensure the company's challenges were swiftly resolved.

Enhanced worked to tight deadlines and was flexible in its approach. The team installed an entirely new IT infrastructure within the new Head Office that comprised Office 365, telephony, connectivity and hardware.

Working with all legacy IT facilitators at individual sites, Enhanced successfully migrated all locations to a single cloud-based domain. This unified the infrastructure across the entire estate and in turn, provided freedom of movement and access to all employees, streamlining operations to build a solid foundation for growth.

As a result, the process for seamlessly migrating and integrating new site acquisitions into the Aria estate, have made expansion easier than ever before.

Continuing to build on the trust established at the outset, whilst delivering a professional, innovative service, Enhanced have now become Aria's strategic IT partner, working as an extension to the company's own team and will provide ongoing IT support and consultancy moving forward.

### The results

- Unified infrastructure and IT support that has improved efficiency of operations across the company
- Simplified processes and a scalable platform to enable successful business growth and development
- Implementation of a robust cloud-based solution and fast internet connectivity for employees
- Installation of a wireless network across all resorts for improved customer experiences.



ARIA RESORTS

"We have found an IT consultancy who really understands our business. We can trust Enhanced who have delivered on time and within budget, and who have given us the flexibility and tools to grow and expand our business. Any IT issue is now dealt with by Enhanced, it is like having our own internal IT department."

Les Robertson,  
Commercial Operations Manager  
Aria Resorts

### The benefits

- Centralised, expert-led IT support
- Reliable IT infrastructure
- Seamless connectivity from all Aria sites
- Enriched customer experience
- A scalable platform allowing Aria to grow.

If you like the sound of Enhanced's collaborative approach and are interested in hearing how we could tailor a solution to meet your unique needs, please do not hesitate to contact a member of the team on 01202 308000 or visit [enhanced.co.uk](https://enhanced.co.uk)