



Customer Case Study, Beds and Bars

We run a business with a rather diverse product from traditional pubs, to sport bars, music venues, backpacker hostels and boutique apartments, and thus have some very diverse requirements. Proximitum has worked with us for over a decade to fulfil these IT requirements offering accurate assessments as we've grown our business and providing fast and responsive service as issues inevitably arise.

We first contacted Proximitum about 10 years ago when we needed our WiFi network upgrading, along with a general overhaul of all our IT equipment, software and network.

Over the last decade Proximitum has offered us multiple services. We currently have high-speed Claranet internet lines at all our UK sites and local internet solutions at our EU sites. These feed into our Meraki WiFi networks which have been a game changer for offering free high-speed WiFi to all of our bar customers and hostel guests.

Moreover, we use a property management system called GuestCentrix and a reporting system called Qlik Sense which are both hosted on a set of servers and dependent on Microsoft SQL Server, which are all managed by Proximitum. Some of the work needs to be done via Microsoft Terminal Server access which is also managed through Proximitum.

Most of our computer and printer hardware requirements are managed through Proximitum as well, and we also have an ongoing support desk contract so any IT issues are generally resolved remotely by Shaun and James through Proximitum's service desk.

My main point of contact is Shaun who has always been very helpful and professional in recommending solutions to any upcoming issues. Both Shaun and James have always been very responsive to any urgent IT issues, even if it's early on a weekend morning. Shaun has put in great effort to gain an excellent knowledge of our company and because of this can generally put forward good recommendations as we grow our business.

It's been a pleasure to work with the Proximitum team during my time at Beds & Bars and I wouldn't hesitate to recommend them to any business looking for reliable and honest IT support and solutions.



Jan Kroezen, Technical Director.