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## Hotel and Spa receive IT support makeover



LENSFIELD  
HOTEL

The Lensfield Hotel and Boutique Wellness Spa is located near the heart of Cambridge, welcoming customers from around the world. Having had issues with their previous IT provider, manager Theoni Paschalis turned to PEM IT Services for help with their computers.

**"We needed someone to get our systems stable and working properly," says Theoni. "We wanted someone we could trust. Having worked with PEM as our accountants for several years we were confident that their IT team could help. "PEM IT Services helped us to address and resolve several outstanding issues. They gave us good advice and helped liaise with other suppliers to ensure that all our systems work together."**

The team at PEM worked with the hotel staff to review their existing IT setup, and then put together a plan to make improvements. Most of the hotel's bookings are taken online, so good email access and Internet connections are essential. For their Internet access the Hotel has upgraded to a fibre Internet connection, more than doubling their bandwidth. By consolidating their telephone lines the overall ongoing costs for the connections will be less than before. The hotel already used an online email service, but

it had a fairly small capacity which was causing problems for the Hotel. With 50GB of storage per mailbox, PEM IT Services recommended Microsoft's Office 365 to host the hotel's email. The email was migrated in one day, with no downtime for the staff, and the ongoing costs of Office 365 are much lower than their previous service.

**"It's been great working with the Lensfield Hotel" says Jon Stanton, Director of PEM IT Services. "We migrated their email and Internet services with no interruptions or loss of business. With a few simple steps we've been able to improve their setup, making it quicker, more reliable and ensuring everything is functioning properly."**

PEM IT Services now also provide ongoing IT support for the Lensfield Hotel. By choosing an inclusive support contract they now receive proactive advice and assistance, ensuring that the systems run smoothly and help is at hand for any problems that arise.

**"We really appreciate the personal and friendly service from PEM IT Services" concludes Theoni. "It is comforting to know that we have someone we can rely on to help us when we need it."**



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