



Building Locally
Competing Globally

The Mooney Hotel Group

December 2008



Programme Details

The ICT Advisory Service provides businesses with free, practical and impartial advice on all aspects of information and communication technology (ICT). ICT Advisors are available to meet with client companies to discuss the use of ICT within their business and identify potential improvements.

The Company

The Mooney Hotel Group manages three of Northern Ireland's premier hotels, The Dunadry Hotel and Country Club, The Wellington Park Hotel and The Armagh City Hotel. All the hotels offer a range of conferencing and banqueting facilities, accommodation and operate busy restaurant/bistro and bar facilities.

As the company explored expansion opportunities, senior management felt that it was an appropriate time to review the existing ICT infrastructure, the current line of business applications and whether or not the current business processes were adequate for the company going forward.

The Challenge

"Our IT systems had grown along with the business and we were aware that some of our processes were not as efficient as they could have been. We needed to be able to innovate in the development and provision of our service to customers" says Director, Robert Mooney. "While we were aware of the potential business benefits from the centralisation of integrated hotel management systems, the implication of the practical implementation of the systems was challenging to say the least."

The Solution

The company met with the local Invest NI ICT Advisor who in the first instance facilitated the company with an eProcess Review which made recommendations on improving the company's business processes and on the development of an MIS strategy. This included installing a new centralised front of house system, an updated conferencing and banqueting system with associated network infrastructure. These new systems facilitated the integration of 'Point of Sale' tills and also enabled the implementation of a real time on-line reservation system.

"The implementation of a centralised, seamlessly integrated system from reservation to check out, has provided us with major business efficiencies" says Robert "and we are delighted at the prospect of having an on-line reservation system which will give us another channel to market".



ICT ADVISORS

ICT Advisors are technical specialists with expertise in all areas of ICT. They are available to provide advice on:

- purchasing and implementation of computer systems or software
- project management of systems implementation
- internet, e-mail, website design and search engine marketing
- e-commerce, financial systems and customer relationship management
- networking infrastructure

Recommendations on way forward

On referral from your Client Executive an ICT Advisor will help you assess the current ICT position of your business, discuss requirements and compile a report on capability with recommendations on the way forward.

ICT Advisors offer a tailored approach to a business issue. Invest NI clients have made significant savings in terms of human and financial resources as a result of efficiencies from ICT improvements.

Who is eligible?

ICT Advisors are available to all Invest NI clients.

Contact

Please contact your Client Executive if you feel your business will benefit from this service. Alternatively you can also contact:

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