



Client Success

Revolutionizing Hospitality: How Samana's Managed Services Transformed Operations and Boosted Productivity Across a Global Network

THE CHALLENGE

A hospitality company struggled with their existing desktop infrastructure, which failed to provide standardized configurations, timely updates, and efficient support for their diverse workforce across multiple locations, including offices, mobile branches, homes, and ships. Although they identified a potential VDI solution, their IT team lacked the expertise to define and manage the required architecture effectively.

SAMANA IN ACTION

Samana conducted a comprehensive assessment to identify business objectives and evaluate existing practices. This guided the architecture and deployment of the new VDI solution, along with appropriate managed services. Within a month of implementation, the company experienced a 90% reduction in support cases and decreased maintenance windows for updates. The new solution also improved overall user experience and satisfaction by 15%, offering greater stability and availability compared to the previous system.

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RESULTS

By partnering with Samana, the company achieved remarkable results:

- Dramatically reduced operational costs.
- Significantly faster issue resolution times.
- Substantial boost in employee productivity.
- Streamlined desktop and application management.

These improvements freed up the IT team to focus on strategic initiatives, accelerating their career growth and driving innovation within the company. Our partnership not only met but exceeded business requirements, transforming their IT strategy into a powerful competitive advantage.

ONGOING SUPPORT AND VALUE: A DECADE OF TRANSFORMATIVE PARTNERSHIP

For over 10 years, Samana has been the driving force behind this company's technological evolution. Our partnership has delivered:

- A consistently high-performing environment.
- Strategic guidance for tackling emerging challenges.
- Proactive architectural recommendations to stay ahead of the curve.

Our decade-long collaboration has not only met but exceeded initial goals, positioning the company at the forefront of its industry.

CONCLUSION - YOUR PATH TO VDI SUCCESS

This is just one of many client success stories we are proud to share.

If this story resonates with you we would welcome the opportunity to connect.

With Samana as your strategic partner, you'll be equipped to:

- Navigate complex VDI implementations with ease.
- Adapt swiftly to new industry challenges.
- Achieve and surpass your business objectives.