

Hirsch Bedner Associates Responds to Worldwide Growth

Client:

HBA/Hirsch Bedner Associates is the world's first and foremost hospitality design firm serving customers over six continents such as Hilton, Hyatt, Inter-Continental, Marriott, Regent/Four Seasons, Ritz Carlton, Sheraton, Swissotel and Westin. www.hbadesign.com

Business Driver:

Support the significant growth and productivity needs of the design firm with a more responsive and stable IT infrastructure domestically and internationally.

IT Challenge:

HBA has experienced a dramatic growth in their business over the past several years as the world economy has improved and luxury hotel chains have expanded. To support this growth, HBA's IT infrastructure needed to be revitalized and upgraded. The design firm also went through multiple software upgrades for their Computer Aided Design (CAD) system, AutoCAD, and other designer software tools.

Results:

A design firm is often a high pressure environment with client deadlines keeping the design staff on top of their game. The IT infrastructure including servers, desktops, peripherals and software needs to be robust and available on demand for the designers. Downtime can mean lost revenue and missed deadlines.

HBA invested in upgrading their equipment and adopting contemporary best practice standards in managing their infrastructure. Older desktops were replaced with new equipment geared to the needs of designers.

Greg Bates, the HBA Associate in charge of IT explains, "Our IT strategy is very simple: To build an environment that supports the diverse and sometimes complex requirements of our design staff. We work hard to manage the life cycle of our equipment. Over the course of 18 months, we refreshed server and desktop equipment and upgraded mission critical infrastructure and application software components. We counted on VMT to map a network strategy using industry best practices that would help support the planned growth of HBA. An important element of that strategy was the security of our network.

"The uptime and stability of our systems have improved dramatically. We now have better than 99% uptime including scheduled maintenance downtime. Our designers have the tools they need to support the dramatic growth we have experienced domestically and internationally," said Mr. Bates.

VMT monitors the HBA IT infrastructure 24/7 and proactively manages all aspects of its health. VMT also provides HBA a range of additional IT services such as data backup and recovery and application replication that helps ensure stability of the business in case of equipment failure or damage to a client's facility.

Key Accomplishments and Benefits:

- Revitalized designers work environment
- Added multi-lingual support
- Upgraded network architecture to best practice standards
- Achieved more than 99% uptime with new infrastructure
- Improved firm-wide security, both internally and externally from the Internet using DMZ technology
- Improved flexibility in application deployment – focus on AutoCAD
- Created support infrastructure for new document management system
- Improved data backup procedures



HBA/Hirsch Bedner Associates



To find out how VMT can help your organization manage its IT infrastructure, contact us at:



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