

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, reflecting the sky. The buildings are arranged in a way that creates a sense of height and architectural complexity.

SIMULTANEOUS NETWORK TURN-UP FOR 60 LOCATIONS ACROSS THE US

With little lead time, CTRL+V came prepared for every scenario

The Challenge

An international hotel corporation headquartered in the US had purchased a chain of 300 properties and needed to transform them into their own brand – with a new IT network – literally overnight.

Handling this large volume of activity in a short time frame proved too much for the hotel's internal IT team, and CTRL+V was contracted to pick up the slack at 60 of the locations around the US. The network turnover had to occur within a 24-hour period and included onsite services time and on-call presence at each location.

The Solution

With only five days' notice, CTRL+V dispatched teams of field engineers to 60 locations across every US time zone. As there was no advance surveying or opportunity to scope the existing IT closet or server rooms, CTRL+V's teams came prepared for every eventuality, bringing multiple backup devices that would ensure a job well done in time for the 24-hour cutover.

Throughout the project, CTRL+V provided extensive project management and planning services, establishing clear communication channels from the initial kickoff meeting throughout every phase of the project. With more than a dozen Project Managers working together in a War Room to manage the wide-ranging operations, CTRL+V's teams of field engineers identified and validated the equipment against a provided inventory list, powered down and unracked the old equipment, and installed, cabled, and integrated the new equipment. The CTRL+V team then remained onsite and worked alongside the customer's remote IT team to ensure the cutover was successful.

The Results

Guests in the hotel woke up the morning after to find a totally-rebranded property, from signage to POS systems. Little did they realize that thanks to fast and expertly executed behind-the-scenes IT work, the entire network had been refreshed as well.