



CASE STUDY

CDMS and Tidan reverse an IT crisis in the making

A well-timed call takes an international hospitality organization from a network implementation under stress to an interconnected, fully redundant solution across more than 50 properties using managed IT services from CDMS.



A portfolio in need of a network

Tidan Hospitality & Real Estate Group, headquartered in Montreal, has properties in Quebec, Ontario, the Maritime provinces, Florida and Arizona – but every location was operating its own IT infrastructure. As Tidan’s property holdings and development projects grew, IT complexity also increased, across Internet, WiFi, network infrastructure, backups and help desk.

Tidan sought out the services of a local IT company to help centralize their infrastructure, move servers to a data center and provide 24-hour help desk, but after three years, they were facing a crisis in the implementation, risking data loss and experiencing unacceptable down times. Migration was very slow, and the help desk had a very poor reputation, generating complaints from across Tidan’s hotels and real estate tenants.

Tidan knew they needed help from a larger, more established IT services provider with the history, experience, and expertise to meet the unique needs of their industry.

Right time, right place – and the right provider

Phil Guerin, Executive Vice President and Chief Operating Officer at Tidan, learned about CDMS through an initial phone call. The timing couldn’t have been better, as Tidan struggled daily with the shortcomings of their data center and help desk project.

“Hospitality can provide a staggering set of challenges. Over the course of our projects together, it’s clear that CDMS has developed significant, specialized, in-house expertise. The more we work together, the more we learn from each other, and that shows in the quality and reliability of our network.”

Phil Guerin, Executive Vice President and COO

A mere thirty minutes into their first meeting, Tidan knew they had their new provider. CDMS would provide knowledgeable, timely response to their needs with dedicated staff, the ability to answer calls and dispatch help 24x7x365, and a deep bench of data center experts and network specialists – all the ingredients for success that Tidan’s project had been lacking. The decision to work with CDMS was unanimous across Tidan’s leadership team.

A data center comes to life

The partners’ first project involved migrating from independent servers to a data center architecture, with the full set of Tidan properties connected via an MPLS network. CDMS was responsible for all design and implementation aspects, from network cabling to backup procedures and domain management. In addition, the critical “always on” help desk was added to the mix.

The challenge of implementing a network for the hospitality business cannot be overstated. Hotels are open all day, every day. Guest services such as reservation systems, phone and TV services

are all extended across multiple rooms and public spaces. Clients renting out meeting facilities may demand extra bandwidth or private network solutions (e.g., for broadcasting live video or audio feeds). Properties under renovation may require extensive recabling and a new plan for putting the appropriate number of switches in place to handle increased traffic.

“Hospitality can provide a staggering set of challenges,” confirms Guerin. “Over the course of our projects together, it’s clear that CDMS has developed significant, specialized, in-house expertise in this area. The more we work together, the more we learn from each other, and that shows in the quality and reliability of our network and the breadth of services it carries.”

CDMS provides a comprehensive services package for Tidan including Level 1 (help desk), Level 2 (on-site property visits by CDMS staff) and Level 3 support (network design, server configuration by experienced technicians with back-up personnel when needed).

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CDMS becomes an extension of the Tidan team

Today, CDMS is not only a managed services provider for Tidan, but also a trusted partner and advisor. When outages have occurred, such as ransomware attacks or equipment failures, CDMS and Tidan work together to make the system more robust. “CDMS is the most professional and efficient IT services company that we have had the pleasure of working with,” Guerin says. “As Tidan acquires or builds new properties and our technology needs evolve, CDMS has become our go-to resource for design, deployment and support.”

Before working with CDMS, Tidan had been plagued by unanticipated costs in their IT projects. Now, project costs are clear, and right up front because CDMS believes in a standard monthly fee. Aside from the security of knowing costs, Tidan also recognizes the value they are getting from the expertise and commitment of the dedicated CDMS team.

CDMS has a strong reputation for operating as an extension of their customer’s team, becoming closely familiar with the nuances of each customer’s business. A few years into the relationship, CDMS and Tidan began work on a new development project, the Montreal Marriott Chateau Champlain. Thanks to the initial data center buildout and the successful launch of a disaster recovery data center at the Mount Stephen, CDMS was able to anticipate cabling and network requirements, and they tied together TV systems, door locks, WiFi services, payment and reservation systems with an efficiency that showcased their deep understanding of Tidan’s business. Tidan especially appreciates CDMS’ project

management skills, including coordination of all parties involved in a project, and comprehensive follow-up from start to finish. CDMS is constantly leveraging new technologies that can help Tidan better serve their guests and tenants.

Improving the guest and tenant experience to come

After multiple projects over almost a decade, the workflow between Tidan and CDMS has become seamless. CDMS is acquainted with the key players at each of Tidan’s properties, so senior executives at Tidan no longer need to be concerned with day-to-day support decisions.

CDMS helps Tidan to stay informed about new developments in technology, and Tidan is pleased to make the necessary investments to stay competitive. A partnership that started with a network on the brink of failure is now a thriving relationship that will continue to enrich the services delivered to today’s demanding hotel guest and real estate tenant.



Our Mission

Extend to the highest level the support, solutions and IT expertise of our customers, with the highest level of satisfaction, including a near-perfect incident resolution.

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