CASE STUDY

Hotels - Hospitality and Facility Management

HFC – HOTEL FACILITY CONCEPT

Enhancing hospitality management with secure, seamless and scalable remote access

TS PLUS

TSPLUS REMOTE ACCESS
An introduction

OVERVIEW

- **Sector:** Hospitality and Facility Management
- **Client:** Hotel Facility Concepts
- **Need:** Improved remote access for users in Europe and the U.S.
- **Challenge:** Unreliable VPN caused productivity, security and access issues for traveling managers.
- **Solution:** TSplus Remote Access and TSplus 2FA

KEY STATS

- **1 server**
- **10** concurrent **users**
- **regions**: Europe, United States
- **1 year** as client of TSplus

TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

SUMMARY

Hotel Facility Concepts (HFC) specializes in strategic, integrated facility management for both hotels and commercial real estate. Their commitment to seamless service delivery is central to their operations, yet a reliance on outdated VPN-based server connections created challenges hindering their efficiency and security. The adoption of TSplus revolutionized their approach, streamlining connectivity, bolstering security and empowering their employees to focus on delivering exceptional service.

ABOUT HFC - HOTEL FACILITY CONCEPTS

Hotel Facility Concepts (HFC) is a prominent Amsterdam-based company specializing in back-of-house hotel services. With operations spanning Europe and the United States, HFC manages contracting, reporting and operational support for a network of approximately 40 hotels globally, ensuring seamless integration and efficient service delivery.

CHALLENGES AND REQUIREMENTS

Previously, HFC's service and area managers faced daily challenges connecting to the servers via a VPN. These were:

- **Slow and Unreliable Connections:** frustratingly slow connections hindered productivity.
- **Complexity for Remote Users:** inconsistent access.
- **Insufficient Security:** lack of robustness to face modern cybersecurity threats.

Key requirements:

- Collecting and inputting operational data.
- Reporting on targets and actions for multiple clients across Europe and the US.
- Accessing data and applications hosted on internal servers.

TSplus.net

THE TSPLUS SOLUTION

HFC implemented TSplus, which addressed their challenges through a combination of advanced features and ease of use:

- **Eliminate VPN Dependancy**: TSplus has provided employees direct access to their applications and SQL Server Reporting Services (SSRS) database through a streamlined interface.
- **Simplified App Access**: Employees now use TSplus to access key applications, such as Power BI, Oracle Netsuite, and more.
- **Enhanced Security with 2FA**: Two-Factor Authentication (2FA) secures logins, ensuring data and application access are protected from unauthorized users.
- **Centralized Administration**: IT teams now manage and administer the database and applications remotely through TSplus.

RESULTS

Since implementing TSplus, HFC has experienced transformative results:

- **Gain in productivity**: Improved connection speeds and reliability allow managers to focus on their tasks without technical interruptions.
- **Streamlined operations**: HFC's database management, Microsoft Access integration and custom-built applications are now simply and easily accessible.
- **Strengthened Security**: 2FA ensures robust protection of sensitive data from unauthorized access and has addressed previous VPN-related security gaps.
- **IT Efficiency**: Centralization of administrative tasks has reduced IT overhead, freeing resources for proactive support and innovation.

CONCLUSION

By choosing TSplus, HFC has paved the way for sustainable growth, ensuring that their global operations remain agile, secure and efficient.

TESTIMONIAL

"Switching to TSplus has solved our problem. Our team can now access reports and applications effortlessly, and the added security with 2FA gives us peace of mind. It's a solution we can confidently rely on."
— ***Floris Diercks, IT & Information Manager, HFC***

CASE IN ACTION

TSplus has empowered HFC to overcome critical connectivity and security challenges, delivering a solution that aligns with their commitment to excellence in hotel management. An overall gain in efficiency, reliability and peace of mind.

★★★★★
4.8 out of 5

Trustpilot
★★★★★
4.7 out of 5

START YOUR FREE TRIAL TODAY!

Need TSplus Remote Access?

Download the free trial on TSplus.net or contact us to discuss your needs.

Users

TS PLUS | REMOTEACCESS

Corporate Servers (Cloud or On-premise)

Business Applications   Legacy Applications   Network Resources

Your applications

Data   Printers