



# Technical case study

## Hostelling Scotland

Enhancing IT infrastructure for streamlined operations

**Hostelling Scotland, a proud member of Hostelling International, offers youth hostel accommodations across Scotland, managing 31 direct hostels and collaborating with 27 affiliates. As a key provider of budget accommodations, efficient management and operational reliability are critical to their success.**

### The challenge

The organisation faced significant IT challenges with three ageing Dell Server hosts that were underperforming in terms of connectivity throughout to their Storage Area Network (SAN). These issues not only threatened the reliability and performance of their IT systems but also hindered overall operational efficiency. Additionally, there was a need to streamline the network cabinet area by consolidating hosts and SAN into a centralised location, aiming to simplify network management and enhance organisational efficiency.

### The solution

Recognising the need for a robust IT overhaul, Hostelling Scotland decided to invest in three new Lenovo server hosts with enhanced fibre connectivity to the SAN. This upgrade was complemented by the installation of a new network cabinet designed to centralise and simplify network management. Kick, with whom Hostelling Scotland had a longstanding relationship, facilitated this transformation by providing the necessary hardware and expertise.

### Implementation and key milestones

- / **Hardware upgrade:** Installation of three high-performance Lenovo server hosts, ensuring improved reliability and performance
- / **Network cabinet installation:** Centralisation of IT infrastructure into a new network cabinet, enhancing organisational efficiency and simplifying management
- / **Fibre connectivity enhancement:** Upgrading connectivity solutions to ensure faster and more reliable data transfer across the network

### Impact

The IT overhaul delivered immediate and long-term benefits to Hostelling Scotland:

- / **Improved system performance:** The new Lenovo servers provided a substantial performance boost, addressing previous limitations and ensuring smoother operations
- / **Enhanced connectivity:** Fibre optic enhancements significantly increased data transfer speeds, reducing latency and facilitating more efficient operations
- / **Streamlined management:** The centralised network cabinet simplified the monitoring and maintenance of network components, optimising resource allocation and troubleshooting efforts

### Extended collaboration and ongoing support

Following the successful execution of the initial scope of work, Hostelling Scotland has extended its collaboration with Kick for ongoing VMware support. This new phase includes regular quarterly onsite health checks to ensure the continued optimal performance of their virtualised infrastructure.

Hostelling Scotland's strategic investment in new IT infrastructure has significantly enhanced their operational capabilities, providing a more resilient and responsive IT environment. This project not only resolved existing hardware limitations but also set a new standard for operational efficiency within the organisation, ensuring that Hostelling Scotland continues to offer excellent service to its guests.

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“The collaboration with Kick was instrumental in ensuring the smooth execution of critical tasks like the installation of the new network cabinet and the migration to the new servers. The dedication and coordination from the Kick team, especially Jennifer Mackie and Dave Robinson, were pivotal in achieving these milestones smoothly and on schedule. Not only was the project successful but the ongoing support that has been made available via Kick has been excellent. We feel more assured running our new servers with VMware knowing that we have ongoing support with Kick. ”

**George Will / IT Manager**

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