



CHAMPNEYS
HEALTH SPA

Champneys – IT Infrastructure

/ The Client

Champneys are pioneers of the concept of holistic wellbeing, the first UK health spa chain and the first purpose-built health resort, all located in the English counties.

The IT for the Champneys health resorts and retail stores has been fully managed by Mirus for over eight years, with services for infrastructure management and daily support for 250 regular IT users.



Throughout this transition period the team at Mirus at all levels have been very supportive of our needs and willing to go the extra mile on many occasions.

Darren Corke
Group Technical Manager



/ The Challenge

Champneys were aware that new technologies available presented an opportunity to future proof the business and the prestigious brand whilst overcoming some of the practical challenges facing the business. For example, the company operates across multiple geographic locations with a historically dispersed technology infrastructure. Newer technology solutions presented the opportunity to consolidate daily management overheads whilst improving system performance, that both supported the brand and the overall efficiency of the business.

Each of the main health resort sites accommodated at least four physical servers, each with bespoke third party applications and a number of line-of-business applications. The Mirus IT team had been providing Managed Service support for their existing infrastructure with standard levels of remote and onsite support across all locations.



/ The Solution

With thorough understanding of the client's needs and extended regular consultation from senior business and technical advisors and project management teams, Mirus recommended a solution that would support the brand reputation and customer loyalty whilst meeting project targets and maintaining a steady operation.

The technical solution was to replace the physical server infrastructure at each resort with a significantly consolidated cluster of virtualised servers in one offsite datacentre. This meant that fewer physical machines needed to be maintained and the machines could be easily monitored and mostly administered by Mirus engineers remotely. This aimed to remove the pressure from the Champneys IT administrative team and the need for Mirus field engineers to visit each resort site when issues arose meaning response times to IT issues could be dramatically reduced.

MIRUS IT SOLUTIONS

Mirus is an award-winning IT services provider, with offices in Milton Keynes and Central London, working in partnership with businesses, charities, schools and colleges across the Midlands and the whole of the South East of England.

With Managed IT Services available on standard business hours, a 24/7 basis, and via on-site solutions, Mirus clients are fully supported for their business IT needs; including Managed & Secure Print, Data Backup, Disaster Recovery, Cyber-Security, Telephony and Network Managing & Monitoring.

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/ The Results

Support into tighter alignment again and provided a transparent technology roadmap for future upgrade points with a foreseeable expenditure plan.

The combination of the MPLS connection into the newly optimised network means that staff have much faster access to their desktop functionality. As the staff at Champneys use remote desktop access, the speed of connectivity and network performance are critical to productivity and customer service levels.

Champneys now has a more comprehensive, robust onsite backup that is also replicated offsite, allowing for full recovery if Disaster Recovery has to be invoked. The backup solution is fully maintained and continuously monitored by a dedicated team of in house experts at Mirus.

The consolidation of the infrastructure means there are now fewer large CAPEX investments to plan for and manage, diverting critical upgrade points to less costly and less disruptive end user devices.

Additional MIRUS services for Champneys:

- ✓ Managed Services
- ✓ Onsite Engineers
- ✓ 24/7 Service Desk
- ✓ Managed Anti-Virus
- ✓ Managed Anti-Spam
- ✓ Connectivity
- ✓ Managed Backup
- ✓ Managed Print



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Take a look at how we've helped some of our other clients