RYC BUSINESS IT

CASE STUDY

# How RYC Business IT Transformed a Miami Hotel's IT Infrastructure, Saved $329,000, and Eliminated Critical Security Risks

**Industry:** Hospitality
**Location:** Miami Beach, FL
**Client Type:** Full-service hotel property
**Engagement:** 2-Year Managed Service Agreement (MSA)

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| **$329K**<br>Total Savings Over 2 Years | **$139K+**<br>Goodwill Value Delivered |
| **62**<br>Cameras Restored | **173**<br>Access Points Centrally Managed |

## THE CHALLENGE

When RYC Business IT was brought in to support this Miami Beach hotel property, the environment they inherited was fragmented, noncompliant, and operationally at risk. Years of vendor sprawl had created a system that was difficult to manage, expensive to maintain, and increasingly vulnerable to security threats.

Key issues at the start of the engagement included:

- An IT environment dependent on 15+ separate vendors with no single point of accountability.
- A full-time in-house IT director model that was costly and unsustainable.
- Critical hospitality systems — including the property management system (PMS), point-of-sale (POS), and integration platforms — exposed to external vulnerabilities.
- Unsupported firewalls that were PCI noncompliant, putting guest payment data at risk.
- No active backup or disaster recovery system in place for the PMS. The last backup had been performed years prior.
- Outdated network hardware causing instability across WiFi, voice, TV, and surveillance systems.
- Dozens of nonfunctional security cameras and recurring failures across guest-facing systems.

The result was an IT operation that was costing the property significantly more than it needed to — while delivering inconsistent performance and leaving the organization exposed to compliance violations and potential data loss.

## THE APPROACH

RYC took full ownership of the property's technology environment under a Managed Service Agreement, replacing vendor coordination with direct accountability. Rather than routing issues through third parties, RYC provided Level 1 and Level 2 support in-house across the hotel's entire technology stack — including IT infrastructure, cybersecurity, PMS, POS, phones, audio, IPTV, surveillance, and access control.

The engagement focused on four core priorities:

- Eliminate security vulnerabilities and achieve compliance.
- Stabilize and modernize the network infrastructure.
- Reduce vendor sprawl and renegotiate contracts to eliminate waste.
- Restore and optimize critical hospitality integrations.

Throughout the engagement, RYC also delivered goodwill projects at no additional cost — investing in the property's long-term performance as a core part of the partnership.

## WHAT WAS ACCOMPLISHED

## Security and Compliance

The hotel's most critical systems were exposed at the start of the engagement. RYC systematically addressed each vulnerability:

- Eliminated multiple external vulnerabilities across PMS, OXI, and integration systems through a structured remediation process.
- Replaced all unsupported firewalls with a highly available, PCI-compliant firewall infrastructure.
- Implemented a Backup and Disaster Recovery (BCDR) system for the PMS, establishing regular automated backups for the first time in years.
- Deployed a Universal BCDR system protecting all hotel systems from catastrophic data loss and compliance violations.

## Infrastructure Stabilization

The hotel's network had accumulated years of technical debt. RYC addressed it systematically:

- Removed 30+ outdated network switches and corrected fiber misconfigurations that were causing instability and network loops.
- Resolved WiFi issues affecting both staff and guests, restoring consistent connectivity across the property.
- Stabilized voice and TV networks, eliminating 20+ identified points of failure.
- Restored dozens of nonfunctional surveillance cameras and secured the property's camera infrastructure.
- Consolidated all IT equipment into a single managed room, improving physical security, manageability, and operational space.
- Restructured the printing environment to reduce unnecessary color ink usage and associated costs.

## Cost Reduction and Vendor Consolidation

One of the most significant outcomes of the engagement was the financial impact achieved through vendor consolidation and contract renegotiation:

- Total verified savings over the 2-year contract period: $329,000.
- Eliminated the cost of a full-time in-house IT Director and support staff.
- Removed recurring third-party vendor support contracts across audio, servers, and phone systems.
- Renegotiated and eliminated redundant contracts across copier, telecom, PMS licensing, and POS systems.
- Reduced IT procurement spend year-over-year through consolidated purchasing and vendor management.

Before RYC, the property was spending approximately $726,000 over a comparable 2-year period across internal IT staff, vendor contracts, and procurement. Under the RYC MSA, that total dropped to approximately $397,000 — a reduction of $329,000 — while the scope and quality of IT support increased significantly.

## Hospitality System Integrations and Goodwill Projects

RYC delivered over $139,000 in added value through goodwill projects and system improvements provided at no additional cost to the property:

- Repaired and restored critical PMS integrations that had been nonfunctional, enabling seamless communication between the property management system and guest-facing platforms. This directly improved service efficiency, personalization, and staff productivity.
- Completed a full IT room cleanup and network redesign.
- Upgraded hotel computers with SSD hard drives, improving speed, reliability, and energy efficiency across the property. ($15,000 value)
- Re-engineered the in-property music system and built staff self-sufficiency through user-friendly tooling and training.
- Supported the implementation of a food truck program through IT coordination and front desk phone upgrades.

## THE RESULTS

### Financial Impact

- $329,000 in total savings over 2 years
- $139,000+ in goodwill project value delivered at no additional cost
- Elimination of full-time in-house IT staffing costs
- Reduced vendor contract spend across all major IT categories

### Security and Compliance

- PCI-compliant firewall infrastructure deployed and active
- Backup and disaster recovery systems operational for all critical systems
- External vulnerabilities eliminated across all major hospitality platforms
- Property protected from data loss and compliance violations

### Infrastructure

- 30+ outdated network switches removed and replaced
- 20+ points of failure eliminated from voice and TV networks
- 62 surveillance cameras restored and secured
- 173 access points under centralized management
- WiFi, voice, surveillance, and TV systems fully stabilized

### Operations

- PMS integrations restored, improving staff efficiency and guest experience
- IT equipment consolidated for improved manageability
- Staff trained toward self-sufficiency on core systems
- Single point of accountability for all technology issues

## WHAT MADE THE DIFFERENCE

The engagement succeeded because RYC operated as a strategic partner, not a vendor. Rather than coordinating between third parties and passing issues along, RYC took direct ownership of outcomes. The combination of a dedicated vCIO, in-house Level 1 and Level 2 support, and a structured approach to vendor consolidation allowed the property to reduce cost, improve performance, and eliminate risk — simultaneously.

The $329,000 in savings was not achieved through reduced service. It was achieved through accountability, institutional knowledge, and the elimination of the inefficiencies that vendor sprawl and reactive IT management had created over time.

## LOOKING AHEAD

Building on the foundation established during the first MSA period, RYC proposed a 23-step infrastructure modernization plan valued at $127,000 — structured to be delivered over 24 months as part of the renewed service agreement. This initiative is projected to generate up to $43,000 in additional annual savings by eliminating the remaining dependencies on on-site technician coverage and preparing the property's infrastructure for long-term peak performance.

Together, the impact period and the forward roadmap represent over $137,000 in projected combined savings and project value for the next contract period alone.