

Technology designed for hotel operations





Introducing

Alessandra Leoni

Focus on Hospitality is powered by Focus Group - one of the UK's leading providers of essential business technology.

Alessandra Leoni, with over 20 years' experience in the hospitality industry, brings a unique and invaluable perspective to her role as Head of Hospitality. Her career spans the full spectrum of hotel operations, from front of house to General Manager, as well as commercial leadership and IT system implementation.

Her deep-rooted understanding of day-to-day hotel challenges, combined with her expertise in hospitality technology, makes her exceptionally well-placed to support hotels in aligning their operations with innovative digital solutions.

Alessandra's passion lies in empowering hospitality businesses to:

- ▶ **Harness technology** to drive operational efficiency and enhance team performance to power exceptional guest experiences
- ▶ **Optimise IT infrastructure**, safeguard operations with cybersecurity and introduce AI-enhanced CCTV and next-gen telecoms
- ▶ Strengthen **digital resilience**
- ▶ Build smart, **sustainable technology** foundations for growth and scalability

If you're looking to enhance your hotel's digital transformation strategy with practical, tailored solutions, or simply explore smarter ways to manage your guest experience and technology investments, let's connect.

Empowering hospitality through seamless technology

Welcome to Focus on Hospitality, powered by Focus Group - your trusted technology partner dedicated to elevating hotel operations and guest experiences. With over 20 years of experience and a portfolio supporting over 200 hotels and 35,000 rooms, we're here to simplify your tech, so you can focus on delivering excellence in hospitality.

Opportunities for growth

Today's hotels face relentless pressure to deliver flawless guest experiences while managing increasingly complex operational systems. From 24/7 service expectations to cybersecurity compliance, hotels must maintain robust IT infrastructures and seamless connectivity across multiple touchpoints.

As hotels embrace digital transformation, it's essential your IT infrastructure can support the evolving hotel tech stack. We're here to help you ensure the foundations are in place so hospitality systems run smoothly and changes can be implemented with confidence.



Tech-savvy. Hospitality-smart.

Our hospitality-specialist teams are trained in PMS, CRM, CPD, automation platforms, CCTV, and Wi-Fi systems - so we not only speak your language, we understand your needs.

Our solutions:

Tailored technology, built for hotels

At Focus on Hospitality, we combine hospitality insight with enterprise-grade IT expertise. We offer fully managed IT support, cyber security, connectivity, telecoms, and more - all customised to suit your operating hours, brand, and guest profile.

We'll work with you to:

- ▶ Optimise and secure your IT infrastructure
- ▶ Integrate voice, connectivity and communication platforms
- ▶ Support your team's mobility and real-time operations
- ▶ Keep your networks safe and compliant, 24/7
- ▶ Futureproof your systems with strategic IT planning

Key benefits



Specialist expertise

Engineers who understand hotel operations, not just IT



Total coverage

IT, telecoms, WiFi, CCTV, cyber security, mobile – all under one roof



Flexible IT support

From 24/7 cover to flexible weekday plans, we tailor IT support to your needs. You'll speak directly to engineers who understand hospitality.



Enhancing every guest interaction

We support seamless guest experiences from prearrival to check-out – helping teams respond faster, communicate better, and keep guests happy at every stage.



Trusted partnership

Strategic guidance to help you grow sustainably

With transparent pricing based on your infrastructure, servers, users and operations, we ensure complete clarity and value.



We support...

- ▶ 200 hotels
- ▶ 10 management companies
- ▶ 20 hotel brands
- ▶ 35,000 rooms
- ▶ Trusted by 15,000 businesses
- ▶ Award-winning customer stories

Customer success story

“The separation of the properties from Edwardian Group was an operationally and technically challenging project, managing multiple third-party providers during a very short transition window. Focus Group provided a project team that fully managed the transition and onboarding of our IT Managed Service. Focus Group showed their expertise and experience in the hospitality sector providing high-quality technical and project management resources to ensure the strict timelines were met.”

Anael Peu
Chief Commercial & Technology Officer



From front desk to back office, day or night. We're by your side.



Voice & telecoms

Stay connected with feature-rich voice solutions - softphones, apps, mobile integration, call routing, and AI tools to streamline operations and improve the guest experience.



IT consultancy & project delivery

Whether launching a new hotel or upgrading legacy systems, we manage the full process – ensuring smooth delivery, strong compliance, and consistency across properties.



Cyber security & compliance

We protect your hotel from phishing, malware, and data threats. With continuous monitoring, audits, and compliance tools, your systems stay safe and secure.



WiFi solutions

Strong, secure WiFi designed for hospitality. From heat mapped surveys to GDPR-compliant guest portals, we ensure guests stay connected and satisfied.



Virtual IT Director service

Need strategic direction? Our senior IT leaders provide tailored guidance, helping you make smarter tech decisions, reduce costs, and align IT with your business goals.



Connectivity & Infrastructure

We upgrade messy comms rooms, deliver highspeed leased lines, and handle everything from provider selection to final installation – clean, efficient and reliable.



Disaster recovery & continuity

We design and test recovery plans that protect your data and restore operations fast – keeping your hotel running no matter what happens.



Mobile

Your guests want to be able to reach your team at the touch of a button so seamless communication is key. We'll pour our energy into securing the best business mobile solution for your hotel, to keep your team connected on the move.



CCTV Systems

Discreet, high-performance CCTV with remote access and smart alerts. Ideal for hotels seeking effective security without compromising aesthetics.



Energy

We help hotels implement sustainable practices by providing smart energy solutions, including real-time energy monitoring through IoT-enabled smart meters, whilst also keeping a lid on energy costs.

Customer story

Radisson Blu

Focus Group deliver a 5-star, IT-managed service for Radisson Blu Hotels' London properties.

About Radisson Blu

With a collection of nine hotels across central London, Radisson Blu ensures a warm and welcoming stay when visiting their spaces, with all the small details taken care of, so your time away is at its best.

Combining convenience and individuality, these hotels offer an inviting ambience designed to make customers' days at the most desirable of destinations feel like no other.



The solution

Focus Group provided an extensive and expert project team to undertake the transition, with several imperative areas given the time and dedication needed to ensure the hotels were fully operational during the transition period.

First, we delivered a handover of the Network Environment for the properties, including Cisco Meraki Switching and Wireless, and firewalls covering corporate, guest, event, and TV systems. This meant communication could be smooth, swift, and safe for everyone to utilise.

From there, we brought in the migration of a Microsoft 365 tenancy, including Emails, Sharepoint, and OneDrive, for the 600 users over

the nine hotels and a rebuild of over 400 devices via Autopilot.

Working closely with Axiom Hospitality, we also documented and onboarded peripheral systems such as In Room TV Systems, data cabling, Digital Signature, Alcatel telephony, and printing, ensuring teams could integrate with the new systems. Additionally, we provided a detailed handover pack for 50+ Virtual Servers and 20+ Physical Servers.

Throughout the project, we oversaw the full management and governance, offering support for any queries from Axiom Hospitality and ensuring Radisson Blu's teams experienced a smooth and confident transition.

The results

Following the project, we're now providing the following services to the properties:

- ▶ 24x7 IT service desk
- ▶ Desktop and end-user support of 400 devices
- ▶ Server support for 50 virtual and 20 physical devices
- ▶ Network and wireless estate of over 450 switches and 1500 access points
- ▶ Telephony
- ▶ TV systems and signage
- ▶ Third-party applications specific to the hospitality industry

On top of this, we're also providing:

- ▶ Virtual CTO service for ongoing strategy and consultancy
- ▶ Dedicated onsite engineering resources for the properties
- ▶ Monitoring, alerting and patch management for all above-supported assets
- ▶ Deployment and management of managed security offerings, including Umbrella and Defender

This project demonstrates how Focus Group can efficiently coordinate projects that demand a variety of solutions, the expert skills needed to put them in place, and the tactical swiftness to ensure deadlines are always met.

The challenge

With the investment firm, Starwood Capital, purchasing these luxurious hotels, a complex transition of IT and technology needed to take place to separate the nine properties from the previous hotelier ownership's IT estate and migration to the new management company Axiom Hospitality. This transition would be incredibly time-sensitive, with the full decoupling needing to be undertaken during a legally binding three-month transitional service agreement.

Starwood Capital needed a team that could fully manage the transition and onboarding of their IT Managed Service, delivering effective and swift solutions to ensure deadlines were met. That's where we came in.





From Truro to Inverness, we've got you covered.

Get in touch with your local team

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Let's connect. Let's grow.