

# **LEMON TREE HOTELS CASE STUDY**

## **LEMON TREE HOTELS PARTNERS WITH TATA COMMUNICATIONS FOR ITS STRATEGIC GROWTH INITIATIVES**

**Lemon Tree Hotels, India's fastest-growing hotel chain, provides full-service business and leisure hotel accommodations throughout India. Lemon Tree required a highly robust and scalable solution to accommodate an 11-hotel build-out over the next two years, and a reservation and billing system that would be available 24x7x365, with minimal disruptions.**

Because their users needed high-performance access to mission-critical business applications, linked to a centralised, remotely hosted server and storage system. Lemon Tree Hotels realised that to develop a solution that met its requirements, it needed to find a telecommunications provider who was an industry leader in network communications to handle its growing IT infrastructure, including all IT hosting, storage, security and Internet connectivity.

Tata Communications met Lemon Tree Hotels' needs by providing an integrated MPLS VPN service to all existing properties. As part of its strategic expansion plan, the hotel chain decided to have its Data Centre hosted at Tata Communications' Managed Services Operation Centre (MSOC), enabling hotel management to better focus on its core job duties, instead of network and IT infrastructure concerns.

### Centrally Managed Data Centres

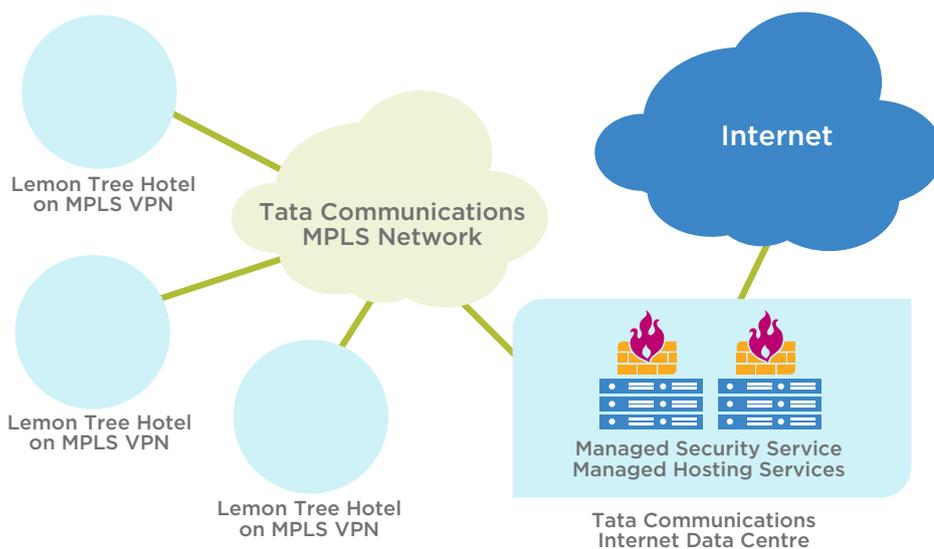
Phase one of Tata Communications' engagement established MPLS connectivity for Lemon Tree's initial 10 hotels at the MSOC facility in Chennai, with plans to expand service to the additional 11 hotels as needed.

Previously, Lemon Tree Hotels had hosted applications at each individual hotel location. Now, however, the company needed a common platform to host a multi-tier property application and to consolidate data for reporting and analysis. To meet these requirements, Tata Communications established a centralised, robust network architecture solution. Tata Communications helped Lemon Tree scale up quickly and meet its expansion plan requirements, eliminating the need to maintain a large, in-house IT staff, and reducing operational expenditures.

The Managed Hosting and Storage solution is delivered via a dedicated network backbone housed at the Tata Communications data centre in Chennai, India. Scalable, centralised management can accommodate the networking needs of new hotels as they are built, optimising performance, reducing total cost of ownership, and enhancing peace of mind. Tata Communications was also able to answer concerns about reliability and uptime, and meet the company's security and service quality requirements.

**“We consider Tata Communications to be a strategic partner.”**

**Ajai Kumar, CIO**  
Lemon Tree



### **Why Lemon Tree Hotels Chose Tata Communications**

- High-speed, scalable, MPLS VPN architecture
- Hosted, fully managed and monitored on-demand storage services
- A highly available, reliable and secure solution
- An expand-as-you-grow model to add bandwidth and services as needed
- Uniform service and reporting through a consistent global platform
- Predictable, accurate cost model
- Managed firewall service to proactively prevent attacks from known and emerging threats
- Secure web portal for monitoring and reporting

### **Looking Ahead**

Through a partnership with Tata Communications, Lemon Tree Hotels implemented a streamlined, scalable VPN solution, and is benefiting from secure, reliable service with a fully managed hosting and storage solution. Ajai Kumar, CIO at Lemon Tree states: “We consider Tata Communications to be a strategic partner who can support our growth initiative by delivering a set of high-end, scalable services that accommodate our plans for expansion.”

Lemon Tree Hotels is continuing its work with Tata Communications, and has recently added numerous IT elements to a Storage Area Network (SAN), as well as a backup facility. “Tata Communications’ expertise and high quality connectivity solutions have allowed our team to stay focused on building our hotel brand in India”, says Mr. Kumar. As the hotel chain continues to expand across India, management has also expressed significant interest in outsourcing additional IT services to Tata Communications, and exploring solutions such as messaging and collaborative video conferencing.

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**Ajai Kumar, CIO**  
Lemon Tree

**For more information on Managed Storage Service, please visit: [www.tatacommunications.com/contact](http://www.tatacommunications.com/contact)**