COMBAT IT
IT SERVICES & SUPPORT

COMBAT IT CASE STUDY

Hospitality IT Support

POS reliability, payment continuity, guest Wi-Fi and back-office connectivity.

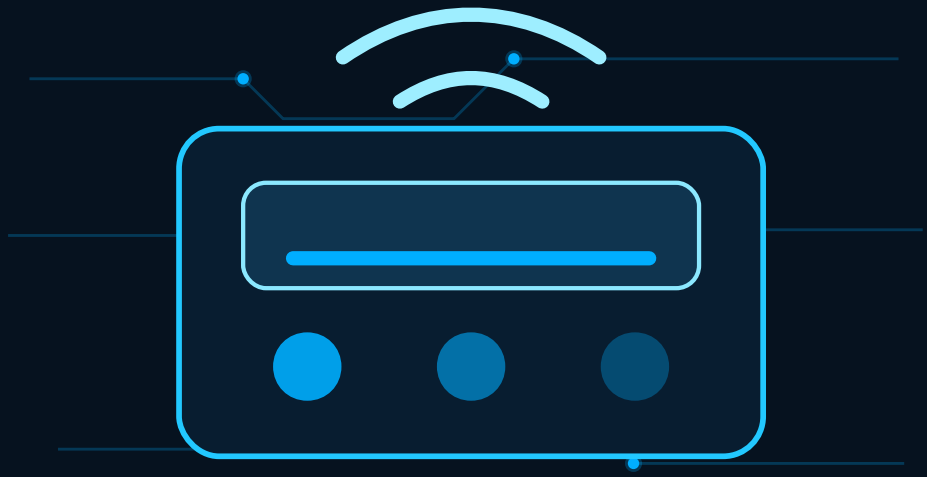
POS
PRIORITY SYSTEMS

Wi-Fi
GUEST + STAFF

Payments
TRADING CONTINUITY

Support
RAPID RESPONSE

"The aim was not just to fix IT faults - it was to protect trading continuity when the venue was busiest."



POS + WIFI + PAYMENTS

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HOSPITALITY & PUBS / VENUE OPERATIONS / GUEST CONNECTIVITY / PAYMENT SYSTEMS

Operational overview

Hospitality systems are operationally sensitive. When Wi-Fi, payment terminals or cloud tills fail during service, the impact is immediate. Combat IT provides proactive support designed to protect trading continuity, reduce downtime and give staff a clear response route.

The challenge

- Intermittent guest and staff Wi-Fi performance during peak trading
- Card terminals and cloud POS losing connectivity without warning
- No proactive monitoring of network equipment or recurring fault patterns
- Reactive support model that started after disruption was already visible

Combat IT response

- Mapped POS, guest Wi-Fi, payment and back-office dependencies
- Separated guest access from business-critical operational traffic
- Introduced monitoring-led support and rapid remote diagnostics
- Created a clearer escalation path for urgent trading-impacting incidents

1

Map

Identify critical trading systems and network dependencies.

2

Segment

Separate guest access from operational systems.

3

Monitor

Track faults, outages and recurring symptoms.

4

Respond

Prioritise incidents that affect service continuity.

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BUSINESS VALUE

Outcomes and support value

Trading confidence

Critical systems were treated as operational priorities.

Faster diagnostics

Remote checks reduced time spent finding likely causes.

Reduced disruption

Recurring symptoms became easier to identify and manage.

24/7	POS	Rapid	Lower
MONITORING	PRIORITY	DIAGNOSTICS	DISRUPTION

Why this matters

This is the difference between reactive IT support and operational IT support. Combat IT is built for businesses that need dependable systems, fast communication and practical technical ownership.

The scenarios shown are anonymised representative case studies based on common operational environments supported by Combat IT.