

Managed IT support for The Black Horse Otley

Supporting complex IT systems to keep the drinks topped up.



Customer:
Black Horse Otley
Location:
Leeds

Overview

The Black Horse is a traditional historic pub, serving the very best of local craft beers and food, located in the heart of Otley.

A stones throw away from all the local amenities, including fantastic coffee shops and eateries, The Black Horse holds live music events upstairs in its 120-capacity venue, with visitors able to enjoy a drink or meal outside in the covered stables courtyard.

In recent years the team have invested a considerable sum on the building, making The Black Horse a stunning pub and great experience. Restoring key features of the building and making more of the space in the pub and dining area as well as installing high quality furniture and fittings, chandeliers and Victorian mirrors, gives The Black Horse a Victorian yet contemporary feel.

Testimonial

The team at Primary Technology help support all of our systems, making running our pub a lot easier. Having a reliable IT set up has massively improved performance, allowing our staff to focus on keeping our customers happy and their drinks topped up.

Jen Gibb, General Manager

Our partnership

As a managed IT support provider, we know that bar and pub IT systems are complex. Following in-depth discussions with The Black Horse management to understand their current technologies and issues at play, the team at Primary Technology created a bespoke IT solution for the venue.

The managed services package includes support for staff and guests with maintenance and management of the site's infrastructure including firewalls, switches, wireless controllers and access points.

Our team recognised that whilst customers demand technology to simplify payment, make reservations and access guest Wi-Fi, all of which is important to management, The Black Horse needed technology to keep track of their stock, organise team rosters, and store important customer data.

The Service Desk ensures The Black Horse has a fast, reliable technology infrastructure that is fully supported by a local team of experienced engineers, so they are supported at all times.