

CHALLENGE

Find a hardware partner that can scale with La Quinta's dramatic growth, providing rock-solid reliability and superior service at substantial cost savings

SOLUTION

Deploy Dell™ PowerEdge™ servers and Dell OptiPlex™ desktops across the enterprise to run each hotel's booking, billing, check-in, and e-mail systems

BENEFIT

Significant savings, improved vendor service, and continuous uptime

La Quinta checks into better service and uptime with Dell enterprise solutions

When a leading hotelier looked to overhaul its entire IT infrastructure, it found the solution it needed by standardizing on Dell

If you travel in the United States and need a mid-priced hotel, chances are you might consider a La Quinta® Inn or La Quinta Inn & Suites. With a reputation for flawless service and moderate pricing, La Quinta has rapidly grown to more than 350 locations in 33 states since 1968.

At La Quinta hotels, travelers remain blissfully unaware of the fundamental role that technology plays in delivering a good night's sleep at their home away from home. In fact, it takes a massive, reliable IT infrastructure to keep La Quinta running smoothly—from room reservations to the check-out process after a pleasant stay.

La Quinta books a new IT partner

In 2002, La Quinta considered an overhaul of its IT infrastructure. There was no more room for expensive IT hardware from a vendor whose level of service could not keep pace with La Quinta's growth.

"We started to find degradation in the vendor support we received, and the equipment itself was simply not substantial enough for the growth of our hotels," says Monique Corriveau, vice

president of field services at La Quinta. "We also knew that we could do better from a cost standpoint by looking at other options."



Most important, La Quinta wanted to find a true technology partner—not just a vendor. “Ultimately, we wanted to partner with a company that would allow us to do an infrastructure upgrade or technology refresh on all of our systems every two to three years,” Corriveau says.

La Quinta conducted a thorough cost analysis of different hardware vendors and ultimately selected Dell.

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—**Monique Corriveau**
Vice President of Field Services
La Quinta

Dell serves up a solution

La Quinta has a very distributed architecture, with one server and local tape backups at each of its 350 hotels nationwide. In its bid to replace all of these servers with Dell hardware, La Quinta started replacing existing systems that had fallen out of warranty or were otherwise ready for replacement. Ultimately, each hotel will have one Dell PowerEdge server, one mini-tower as an interface server, and three Dell OptiPlex GX260 desktop computers.

La Quinta is thrilled with the early results. “The uptime has really blown us away,” Corriveau says. “We have seen huge improvements in server performance.”

Throughout La Quinta’s ongoing infrastructure upgrade, the company has been implementing other major projects, including a move to a PeopleSoft® system for payroll and HR functions. Juggling such a project while replacing an entire distributed infrastructure would be a major headache for many companies, but Dell helped La Quinta smooth the transition.

In fact, La Quinta already has its testing, quality assurance development, and production environments for the PeopleSoft implementation running on Dell servers. The Dell-supported PeopleSoft initiative goes live in September 2003 and further extends the return on investment (ROI) that La Quinta has experienced with its Dell solutions.

“We anticipate that the departments that deal with payroll and HR will see a significant increase in productivity,” Corriveau says. “We expect to get a lot more capability in information and reporting, freeing up a big chunk of the time it takes managers to do payroll. They will be able to focus more on issues such as customer service.”

Ready out of the box

With its previous vendor, La Quinta often was left to its own devices to make all of the equipment work together. “Each time we received new hardware, we had to do the imaging, deployment, and everything ourselves,” Corriveau says. “Dell’s factory integration means the equipment we buy is ready to run right out of the box. When you are a huge, nationwide operation like La Quinta, you don’t have extra time to spend deploying and configuring servers at each location. Dell’s factory integration has been—and will continue to be—an incredible time and money saver for us.”

Exceptional performance. Easy as 
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