

Case Study - Fonteyn Vakantieparken



Fonteyn Vakantieparken



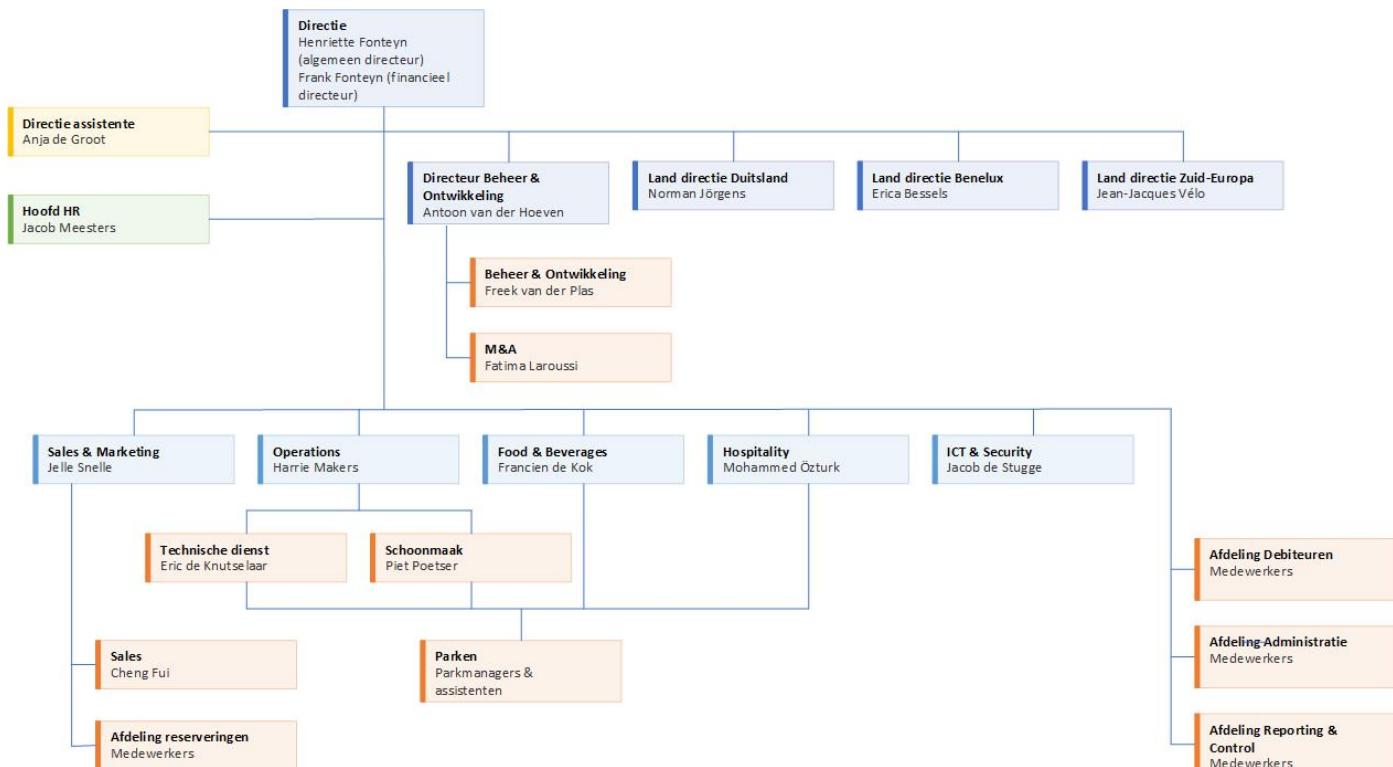
Fonteyn Holiday Parks is a traditional Dutch family business. 50 years ago, Frits Fonteyn started a small campsite in the south of the country. Over the years, he and his brothers have built small holiday homes on his land. Over the last 20 years, the family has bought several pieces of land and built small holiday parks on them. Ten years ago they also set up a number of parks in Belgium and Germany and started to take over existing parks.

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Day-to-day management is now in the hands of his son and daughter.

Organisation

Fonteyn Holiday Parks has now grown into an international organization with a number of departments. In total, the group has 100 salaried employees, but more than 300 people work for the organization during the high season. This varies from cleaning, recreation, and restaurant staff to positions that are not considered strategic, such as lawyers and IT staff. These are hired or they work together with business partners who perform these services.



Collaboration

Within Fonteyn Holiday Parks, there is a lot of collaboration with various partners. Think of all cleaning companies, suppliers of food, drinks, and other supplies, but also project developers involved in the construction of new holiday parks. Some of the facilities at the park are purchased as a service or are owned by other companies. For example, the supermarkets and the barriers. There is also close cooperation with these external companies.

At the moment all files are on the file server (G-drive) and files are mainly distributed by sending them via e-mail both internally and externally. As a result, there are often multiple versions of certain (important) files, everyone works in a different version and, in addition to

Scale up & down.

the G drive, they are also on the U drives of the individual users. The management is also concerned about whether the emailed documents are also available elsewhere. They also doubt whether there is still a clear overview of which users now have rights to which folders.

The management wonders whether it is possible to share files i.p.d. distributed so that there is always only one version of a file on which the business partners can also work. ?

In addition, Fonteyn also has many field staff who often work at various locations. This includes mechanics and cleaning staff, but the management itself also regularly visits the parks. They need up-to-date information for their work. At the moment, the documents they need are sent by email and opened on the employees' smartphones or tablets.

Innovation and sustainability

The Fonteyn family is very aware of the social function of their company. They want to improve their services and make their company more sustainable through innovations.

They would like an app in which the carbon footprint of the visitors can be tracked. To collect the data for this, use must be made of various sensors can be found in and around the holiday home or have yet to be placed.

App to build?
To track movement?

In addition, visitors also want to offer visitors the opportunity to make reservations for, for example, the restaurant, bowling alleys, bicycles, and other recreational facilities that the parks have at their disposal. They should be able to make these bookings at home via an app, but also during their stay. In addition, reservations can also be made for recreational resources at the other parks during their stay.

They also want to use all collected data to further optimize business processes and to further innovate the services now and in the future.

Current ICT environment

Because Fonteyn Vakantieparken has grown partly through acquisitions and has not (yet) been centralized, there are various ICT environments with different functionalities that are present several times. Think of administration, HR, and reservation software. But also support services such as file and print services, Active Directory, and tooling to manage the workstations, for example. This is not desirable for business operations because the location managers have to send the figures from their own accounting package to the head office every month. But there is also a lack of overview of the ICT costs, the management, and, above all, the security of the systems. The big question from the management is; "How safe is our data right now?" In addition, the systems are often in the language of the

sate is our data right now? In addition, the systems are often in the language of the country in which the park is located. This is also not convenient for employees who regularly have to visit parks abroad.

Because the company originated from the first park in Eindhoven, the head office is also there and the 2 parks that were added later are linked via a VPN. At the head office, a cooled room has been set up as a data center. It contains a rack with servers and active network components. The servers run on a virtualized environment.

In addition to a redundant Windows Domain Controller, there is a file server, a web server, a storage server, and a number of application servers on which the accounting package of the Dutch parks runs, the reservation system, but also the website is still hosted internally. All these applications run from the P-disk and the users who have access to the correct folder still have to log in separately with their own credentials. As a result, users have many separate login names and passwords that they have to remember. Customers can also make online bookings via the website. The email is already in the cloud, but the various parks that have been taken over still have their own environments.

The workstations are currently installed manually by an employee with an affinity with ICT. GPOs have been created in the domain to manage the workstations.

Of course, there is also WiFi available for the employees and a separate WiFi for the guests.

There are also various systems to operate the barriers or to regulate the temperature in the houses or the swimming pool, for example. These are now standalone, but the management would like to collect and use the data from these systems and sensors.

Future ICT environment

The management would like to consolidate and centralize all ICT environments into 1 corporate ICT environment on which all employees and other partners of Fonteyn can carry out their processes. People no longer want to use the space that the current data center occupies for ICT, but as extra office space. The new ICT environment will therefore have to go outside.

Over the years, it has also been found that the website suffers from performance and stability issues prior to the seasons when customers start booking their holidays. The new website and booking module must be scalable.

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They want to purchase a number of applications as a ~~saas~~ service and they want to avoid customization. However, it is important that employees can log in to these new applications with 1 identity (SSO). ✎

ICT is not the core business of Fonteyn Holiday Parks. That is why people want to automate as much ICT work as possible.

The new environment must also comply with all laws and regulations in the various countries where it is active and the different languages must be taken into account.

The current ICT environment in the holiday parks is decentralized. The impact of a disruption on a park or in a country/region is therefore very limited. The number of users working on each environment is also relatively limited. Because the management wants to centralize, availability and performance guarantees are very important. → ?

User management is now a mess. Employees who have been working for the group for some time often have too many authorizations based on their previous positions. But there are also many employees in the Windows Active Directory who left the company a long time ago. There are also different naming conventions for the usernames and groups and there is no password policy. The management wants the HR system to serve as a source and employees automatically receive the correct permissions on ICT resources based on their position these are also used when the position changes or the employee leaves employment (offboarding process).

*Onboarding, offboarding, Active directory, sso, Permission/Privilege access management.
Domain Controller*

Cost

In recent years it has become apparent that too much has been invested in ICT resources that could not be used optimally immediately after purchase or ICT resources that had to be scaled up fairly quickly after purchase because the capacity had quickly become too small.

>The current ICT costs are also not transparent.

The management would like to use ICT resources that are easy to scale up and down and do not entail any necessary pre-investments. It is also important that the ICT costs become transparent. It must be possible to make clear which ICT component, which department or park(s), or which ICT services use which ICT component.

Ambitions

The company plans to grow significantly in the coming years. The concept in which innovation and sustainability are combined with recreation and relaxation is coming along. They want to do this by taking over existing holiday parks and organic growth by setting up

their own parks in various European countries. A relocation of the head office may also be necessary, but it depends on the growth opportunities within the current building, but certainly also on the possibilities that will be created to allow office employees to work remotely increasing.

From a strategic point of view, it is also obvious to carry out a rebranding in which the name of the holiday parks will also be changed. It is not quite certain yet, but most likely the name of the company will be changed to "Holidayparks".



Additional requirements from the board

- The management wants to prevent users from getting their own login name and password for each application or service. SSO is preferred to access the applications and other ICT services.
- Field staff must be able to access data from anywhere. *Available in the internet and access thru login.*
- Information must be available in a secure manner anytime-anywhere-any device.
- Certain applications that have an impact on seasons and how busy the park must be can be scaled up and down quickly and easily.
- No pre-investments necessary.
- Better management of ICT (performance, availability, costs, security, assets). *Cost monitor*
- Automated deployment and management of corporate-managed devices. *WDS*