



Warner Hotels:

Accelerating Digital Transformation with Network Infrastructure-as-a-Service

Executive Summary

Warner Hotels, a UK-based hospitality company operating 18 properties across the United Kingdom, embarked on an ambitious digital transformation initiative to modernize its IT infrastructure, enhance operational agility, and improve guest experiences. With the constraints of traditional networking approaches and the complexities of multi-cloud environments, Warner Hotels implemented Alkira's Network Infrastructure-as-a-Service platform to create a unified, code-driven network architecture that has fundamentally transformed its ability to deploy and manage services.

This case study examines how Warner Hotels, under the leadership of Head of Cloud, Network, and IT Security Madoc Batters, leveraged Alkira's solution to accelerate cloud migration, enhance security posture, streamline operations, and establish the foundations for continuous innovation.



Organizational Context

Company Background

Initially founded in 1932 as Warner Holiday Camp, Warner Hotels now operates multiple properties across the UK, including locations in North Wales, Somerset, Herefordshire, Berkshire, North Yorkshire, Nottinghamshire, Isle of Wight, Suffolk, Hampshire, and Warwickshire. The company offers "short breaks for grown-ups," providing premium leisure experiences in scenic countryside and coastal settings.



Business Challenges

Warner Hotels faced several critical challenges that drove its search for a new networking approach:

Legacy Infrastructure Constraints: Aging on-premises systems created technical debt and limited innovation capabilities.

Cloud Migration Complexities: Moving workloads to AWS and Azure requires new connectivity, security, and management approaches.

Operational Inefficiency: The company's traditional change management processes hampered agility, with network and security changes often taking days or weeks to implement as dictated by legacy service suppliers.

Security Modernization: There is a need to implement a consistent, cloud-appropriate security posture across diverse environments.

Organizational Alignment: Technical teams transitioned from siloed structures to more integrated, service-oriented approaches.





Solution Implementation

Alkira Adoption Process

Warner Hotels first encountered Alkira during the Amazon Web Summit 2024, where initial discussions revealed alignment between Alkira's capabilities and Warner's strategic requirements. Key factors in the selection process included:

- Alkira's support for native Terraform implementation, enabling true Infrastructure-as-Code capabilities
- The platform's ability to provide unified connectivity across multi-cloud environments
- Integrated security capabilities, including virtual firewalls and segmentation, and the ability to extend the network to 3rd party business partners
- The service-based consumption model eliminates the need for hardware procurement and management

Following initial evaluation, Warner Hotels conducted proof-of-concept testing to validate the platform's capabilities, including:

- Setting up sandbox environments in Azure and AWS environments
- Testing connectivity between cloud environments
- Validating on-premises connectivity via IPSec tunnels
- Simplicity of Network Address Translation (NAT), homogeneous segmentation across the entire network, and ease of traffic policies





Operational Transformation

The implementation of Alkira’s Network Infrastructure-as-a-Service platform enabled Warner Hotels to transform its operational approach fundamentally:

Organizational Restructuring

- The company completed a transition from siloed technical teams (operations, design, security, networking) to stream-aligned teams responsible for specific services or applications, embracing a “you build it, you own it” model.

Deployment Methodology

- Shifted to Infrastructure-as-Code for all networking changes
- Implemented GitOps methodologies with version control and CI/CD pipelines
- Moved from traditional change management boards to distributed, autonomous change processes



“With Alkira we can move forward with new connectivity much more rapidly, and we have better control and observability of how our network is operating.”

Madoc Batters

Head of Cloud & IT Security
Warner Leisure Hotels



Results and Benefits

The implementation of Alkira's Network Infrastructure-as-a-Service solution has delivered significant measurable benefits across multiple dimensions:

Operational Efficiency

- **Deployment Speed:** Network changes that previously took days or weeks can now be implemented in minutes
- **Resource Optimization:** Streamlined network infrastructure has reduced complexity and management overhead
- **Administrative Reduction:** Automated processes and self-service capabilities have minimized manual administration requirements

Technology Capabilities

- **Direct Cloud-to-Cloud Connectivity:** Eliminated inefficient traffic routing through on-premises infrastructure
- **Unified Management:** Created a consistent operational model across cloud environments

Business Outcomes

- **Cloud Migration Acceleration:** Enabled the migration of applications to cloud environments
- **Better partner communication:** Easily extending the network to 3rd parties, such as payment providers, enables better, faster business transactions
- **Point-of-Sale Modernization:** Facilitated the upgrade of POS systems across hotel properties

Cost Implications

- **Infrastructure Rationalization:** Reduced hardware requirements and associated operational costs
- **Operational Efficiency:** Decreased the time and resources required for network management
- **Scalability:** Established a consumption-based model aligned with business needs



Conclusion

Warner Hotels' implementation of Alkira's Network Infrastructure-as-a-Service platform demonstrates how modern networking approaches can catalyze broader digital transformation. By adopting a code-driven, cloud-native networking model, the company has addressed immediate connectivity and security challenges and established the foundation for continuous innovation and enhanced guest experiences.

The combination of organizational changes, process modernization, and technology adoption has positioned Warner Hotels to leverage cloud capabilities more effectively while maintaining operational efficiency and a strong security posture. As the company continues its transformation journey, the flexible, programmable network foundation provided by Alkira will enable further innovation and differentiation in an increasingly competitive hospitality market.