

CUSTOMER CASE STUDY

Limpopo-Lipadi Game Reserve IT Infrastructure Refresh 2026



Supplied
and Installed
by **ASC Services**

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SUCCESSFULLY DELIVERING
IT SOLUTIONS IN BOTSWANA SINCE 2001



Executive Summary

Limpopo-Lipadi, a premier private wildlife reserve in Botswana's Tuli Block, previously battled an outdated and unreliable IT system that frequently disrupted operations across its 20,500-hectare property.

ASC Services delivered a complete end-to-end IT modernisation covering the Main Admin Office, River Camp (restaurant, bar and chalets), River Camp Staff Housing, and the Outside Staff Village.

The new solution features a powerful HPE server running Windows Server 2025 for superior security and high availability, highly reliable HPE Aruba networking, fast Starlink internet, modern collaboration tools, enterprise-grade anti-ransomware protection, and robust backup and recovery – including onsite storage and secure ASC Cloudstor offsite cloud backup.

The result is a stable, secure, highly available, and easily managed IT environment that enhances guest experiences, boosts staff productivity, and delivers complete operational peace of mind in one of Southern Africa's most remote wilderness settings.



About Limpopo-Lipadi Game Reserve

Limpopo-Lipadi is a shareholder-owned luxury wildlife reserve located on the northern banks of the Limpopo River in Botswana's Tuli Block. Spanning 20,500 hectares of biodiverse savannah, riverine forest and koppies, it is home to elephant, lion, leopard, southern white rhino, African wild dog and over 300 bird species.

Guests enjoy exclusive lodges and chalets, while the reserve supports vital anti-poaching efforts, community initiatives and research. Reliable, secure technology is essential for bookings, guest Wi-Fi, team communications, and smooth 24/7 operations across multiple sites.

The Challenge



Before the refresh, the reserve faced persistent technology issues:

- Unreliable IT systems that often failed during peak guest seasons
- Slow and inconsistent internet, unacceptable for a luxury safari destination
- Fragmented old equipment with no central control or visibility
- Inadequate security and limited protection against ransomware and cyber threats
- Poor vendor support, leading to long downtime and constant firefighting

These problems negatively impacted guest satisfaction, staff efficiency, data security, and the reserve's ability to operate reliably in a remote bush location.

The ASC Services Solution

ASC Services designed and implemented a tailored, future-proof IT ecosystem built specifically for the demands of a remote luxury game reserve.

Core Highlights of the New System:

High-Availability Server Infrastructure

- A new HPE server running Windows Server 2025 forms the secure and highly available foundation of the entire IT system.
- It delivers enterprise-grade performance, enhanced security features, and maximum uptime ensuring critical operations continue without interruption even during hardware or network challenges.

Reliable Networking with HPE Aruba

- High-performance Aruba networking provides consistent, strong Wi-Fi coverage across all chalets, restaurant, bar, staff housing, and admin areas – even in demanding outdoor bush conditions.
- The network is exceptionally reliable with automatic recovery capabilities and virtually zero downtime.
- Centralised management through an intuitive mobile app and web portal gives the team (and ASC Services) real-time visibility, easy configuration, performance monitoring, and remote troubleshooting from anywhere on the property.
- Guest Wi-Fi is fast, secure, and professionally managed.

Strong Security & Anti-Ransomware Protection

- Comprehensive enterprise security protects all devices, servers, and data against evolving cyber threats.
- Advanced anti-ransomware tools actively detect, block, and prevent attacks before they can encrypt or damage critical information.
- The combination of Windows Server 2025 security features and dedicated protection software ensures layered, robust defence across the entire reserve.



Recoverability & Backup

- Reliable onsite backup storage enables fast local recovery of important data and systems.
- Secure ASC Cloudstor offsite cloud backup adds a critical extra layer of protection, keeping data safe and recoverable even in the event of ransomware, fire, theft, or major incidents.
- Together, these solutions ensure rapid recovery and minimal business disruption.

Modern Productivity & Connectivity

- Full Microsoft 365 deployment with professional hosted email and Microsoft Teams for seamless communication.
- Smooth migration from Gmail with zero data loss.
- Professional uniform email signatures that reinforce the reserve's luxury brand image.
- High-speed Starlink satellite internet delivers consistent, weather-resilient connectivity.

Power Protection

- UPS systems keep critical operations running smoothly during load-shedding or generator transitions.
- Ongoing Support ASC Services provides a comprehensive support contract with 24/7 proactive monitoring, performance reporting, and a guaranteed 2-hour response time for any issues.

The Results



Since going live, Limpopo-Lipadi has experienced significant improvements:

- **Maximum uptime and high availability** thanks to the new HPE server running Windows Server 2025 and reliable Aruba networking.
- **Outstanding network reliability** – Fast, stable Wi-Fi everywhere guests and staff need it, with virtually zero unplanned outages.
- **Simple centralised management** – Easy visibility and control of the entire network via smartphone or web portal.
- **Enhanced guest experience** – Guests enjoy seamless high-speed Wi-Fi in chalets, restaurant and bar, making it effortless to share their safari moments.
- **Strong security and peace of mind** – Robust anti-ransomware protection and layered defences keep the reserve safe from modern cyber threats.
- **Superior recoverability** – Onsite backups combined with secure ASC Cloudstor offsite cloud backup ensure data and systems can be restored quickly.
- **Improved staff productivity** – Easy collaboration via Teams and modern tools allows the team to focus on hospitality and conservation rather than technology issues.
- **Professional luxury image** – Reliable systems and polished communications reflect the high standards expected by discerning guests.
- **Future-ready platform** – The scalable, highly available infrastructure easily supports future growth such as new lodges or additional facilities.



Customer Testimonial

“ASC Services transformed our IT from a constant headache into a strategic asset. The HPE server with Windows Server 2025, combined with the reliable Aruba network, strong anti-ransomware protection, and ASC Cloudstor backup, gives us complete confidence and high availability. The proactive support ensures our systems are always available and optimally tuned. Guests notice the difference immediately, and our team can finally focus on conservation and exceptional hospitality instead of fighting technology.

– Samuel Phillips - General Manager, Limpopo-Lipadi Game Reserve

Conclusion

The Limpopo-Lipadi IT Infrastructure Refresh demonstrates how the right technology can dramatically elevate operations in even the most remote luxury game reserves.

By combining a secure and highly available HPE server running Windows Server 2025, reliable Aruba networking, powerful anti-ransomware protection, and dependable recoverability through onsite storage plus ASC Cloudstor cloud backup, ASC Services delivered a complete turnkey solution that enhances guest satisfaction, improves efficiency, and provides lasting peace of mind.

For lodge owners and reserve operators across Southern Africa seeking modern, reliable, secure, and highly available IT, ASC Services offers proven expertise and exceptional local support.

