

## How OKI works with hospitality companies like yours

OKI has worked with several leading hospitality brands, facilities services and shared services companies, helping them to identify and address potential back-office issues related to meeting guest expectations and creating a consistent brand experience across all of their touchpoints.

Often we find that hospitality companies can relate to at least one of the following issues:

- Guests must often wait in queues at reception when checking in or out of hotels, due to copying ID, printing invoices, etc.
- Inconsistent on-site production of things like menus, name cards, key card envelopes, signage, etc. at different locations.
- Print-related costs are often difficult to track and manage across multiple sites.
- Time-consuming manual processes for guest registration, satisfaction surveys and activity bookings (e.g. spas, excursions, etc.).
- Malfunctioning or inappropriate devices can lead to business downtime and customer disappointment, and large chains find it difficult to manage printer maintenance and consumables.

We recently worked with two leading hotel groups. One was looking to cut printing expenses, the other needed to uphold their luxury brand on all guest-facing materials.

### 30% cost savings for an Irish hotel group

With seven independent hotel locations looking after 4,000 guests at peak times, our client needed reliable in-house printing solutions. Installing new multifunction printers (MFPs) delivered several benefits and has reduced the number of devices needed across the group.

The new solution has helped them to:

- Control print-related costs across the business.
- Reduce expected annual printing costs by 30%.
- Cut toner costs by reducing 20 different toner cartridge types to just four.

### A luxury hotel creates quality guest experiences

Our five-star hotel client required consistently excellent quality for all its guest-facing printed materials. OKI installed an efficient suite of new, digital LED printers and MFPs that satisfies the hotel's strict aesthetic needs, and allows staff to create documents that rival the output of professional printing houses.

- High-quality customer-facing material can be created and printed on-site.
- Brand guidelines and quality standards consistently met on every printed document.
- Increased printing flexibility with the integration of OKI's high-quality digital LED printers and MFPs.

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OKI's printing solutions division is a global business-to-business organisation dedicated to providing user-friendly enterprise document management and back-office services and solutions. This, combined with OKI's innovative, applications-driven digital LED printers and MFPs that deliver superior quality in-house, is increasing the efficiency of businesses and organisations of all sizes across a number of different industries.

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