



CASE STUDY

EXCLUSIVE HOTELS GROUP



BUSINESS CENTRE FACILITIES AND REVENUE

Pennyhill Park's Business Centre provides computer and printing facilities to guests. By introducing its Personal Print System, ITQ allowed the hotel to charge print costs to guests, generating annual revenue and funding the provision of capabilities - such as confidential printing - that business guests appreciate.

The Business Centre's facilities (which are all managed by ITQ) and the simplicity of the Personal Print System has generated positive feedback from guests. Document costs are charged to their print card and automatically added to their bill.

STANDARDISING PRINT SYSTEMS ACROSS GROUP

Rather than leave each hotel to purchase printers and multifunctionals independently, ITQ was appointed as the single point of supply. This led to better purchasing terms, the elimination of hidden costs, a reduced service charge and better service delivery.

By standardising on fewer models, ITQ simplified procurement and support at the same time as improving system performance.

EXCLUSIVE HOTELS FACTFILE

The Exclusive Hotel Group owns four luxury country hotels: Pennyhill Park, Lainston House, The Manor House and the South Lodge Hotel.

Its hotels offer luxury dining, stunning locations and superb facilities for business and leisure.

LOCATION

Southern England

BUSINESS SECTOR

Hotels

SIZE

4 hotels

CHALLENGES

No tracking or allocation of document costs in Business Centre

No common print strategy or equipment types

No scanning facilities

“ By transforming our Business Centre, ITQ has provided a great facility for our guests and a fantastic revenue source for the hotel. ”

Trevor Barnard
Group Purchasing Manager, Exclusive Hotels

CONTROLLING COSTS

ITQ introduced measures that reduced the group's document costs by 30%. Ad hoc purchasing of consumables was replaced by more economical centralised purchasing and stock-holding was reduced by supporting fewer makes and models.

ITQ's Personal Print System has eliminated the wasteful printing that plagues many businesses. Documents 'printed' in error are never committed to paper because staff members only collect the documents they really need.

TRIMMING POSTAGE COSTS

ITQ implemented a network scanning solution that played a major part in reducing the massive postage costs associated with sending printed documentation within the group.

It had been common practice to post invoices and purchase orders. Scanning documents and sending them by email is easier for the sender, faster for the recipient and cheaper for the group.

STREAMLINING SUPPORT

The diverse range of printers and multifunctionals the group had used in the four hotels and the fragmented support arrangements each hotel negotiated resulted in an unmanageable print infrastructure.

By deploying its Personal Print System throughout the group and rationalising model types, ITQ introduced a solution that was simpler to maintain, simpler to use and more reliable.

ABOUT ITQ

ITQ is a forward thinking and dynamic company providing high level support and exceptional levels of service. Established in 1991, we have evolved into a premier print solutions provider.

In 2011 our development and strength was recognised in the marketplace when we were selected to supply the BBC with one of largest and most prestigious print management contracts awarded in the UK.

“ We've reduced costs and waste by introducing ITQ's Personal Print System. ”

Trevor Barnard
Group Purchasing Manager, Exclusive Hotels

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