Canon
Delighting You Always

REAL
SOLUTIONS
Hospitality Industry

OVERVIEW:

The Customer
Grand Hyatt Singapore

The Challenge
- Needed to improve work processes
- In search of ways to boost daily operations
- Required a more extensive print management solution

The Solution
- uniFLOW print management solution
- imageRUNNER ADVANCE multifunction devices

The Results
- Streamlined and improved workflows
- Boosted information security
- Reduced print waste
- Improved staff efficiency levels

CASE STUDY:
GRAND HYATT SINGAPORE

As one of Singapore's most prestigious 5-star hotels, Grand Hyatt Singapore has clearly mastered the art of hospitality. Upholding the reputation of being a globally renowned brand, Grand Hyatt Singapore prides itself on being an ideal accommodation choice.

Desire to Enhance Current Operations

In an effort to maintain top-notch hotel standards, Grand Hyatt Singapore is constantly searching for ways to enhance current processes and boost daily operations with the use of technology. Grand Hyatt Singapore also needed a more extensive print management solution – beyond basic printing and copying – to keep up with its desired efficiency levels.

Improved Work Processes

Grand Hyatt Singapore hence partnered with Canon to adopt their hardware and software solutions, namely the imageRUNNER ADVANCE multifunction devices (MFDs) and uniFLOW print management solution.

With the Canon MFDs, work processes were streamlined and repetitive work tasks were reduced. The MFDs offer a suite of functions which the hotel's staff found to be extremely helpful. Notably, the area designation feature enabled users to edit scanned documents directly at the devices – this helped to save time as staff no longer needed to walk to and from their workspaces and MFDs.

Increased Data Security and Efficiency

Grand Hyatt Singapore also implemented one of Canon's well-received software solutions, specifically the uniFLOW print management solution. The integration with Canon's MFDs allowed staff to release print jobs and collect printouts from any device within the hotel premises with secure user authentication. This helped to deter data leakage and boost information security; uncollected printouts were also eliminated, with reduced print waste leading to increased cost efficiency.

Grand Hyatt Singapore reported an approximate 20% spike in staff efficiency levels with Canon's holistic solutions, with an overall boost in security, productivity and staff satisfaction.

Excellent Service that Goes Beyond the Extra Mile

Despite a tight timeline for the overhaul project, the Canon team managed to replace over 60 old devices with new ones – deploying MFDs across various departments and levels all within a week. This proved to be a rather challenging request but the Canon team managed to rise up to the task and deliver beyond expectations. A Canon service trainer was also onsite to provide necessary training and answer questions, effectively helping staff to quickly adapt to the new devices.

Round-the-clock operations are common in the hotel industry and Grand Hyatt Singapore commended the Canon team for always being available – even after office hours and on weekends. Mr. Sunny Li, Director of the IT department at Grand Hyatt Singapore also recalled how the Canon team readily assisted during the transition period, making sure that the implementation went as seamlessly as possible.

Business Can Be Simple