



REAL SOLUTIONS

Hospitality Industry

OVERVIEW:

The Customer

The Grand Ho Tram Strip

The Challenge

- Large-scale print management
- Lack of control over print usage
- Insufficient service support

The Solution

- imageRUNNER ADVANCE multifunction devices
- uniFLOW print management solution

The Results

- Improved information security
- Boosted levels of productivity
- Effective print usage monitoring and cost management
- Reliable support and services

CASE STUDY: THE GRAND HO TRAM STRIP

Comprising five resort complexes that sprawl over 400 hectares, The Grand Ho Tram Strip is truly a sight to behold. Inaugurated in 2012, the grounds include The Grand Ho Tram Strip, a resort complex with 1,100 five-star hotel rooms; The Bluffs, an international golf course; as well as a second compound that contains another three five-star resort complexes.

Looking to Implement Effective Print Management Measures

Such a large-scale operation naturally required a sizeable staff count to keep processes running smoothly; indeed, in its first year of operation alone, staff numbers increased from 650 to over 2000. Confronted with the task of managing such a large staff strength, The Grand Ho Tram Strip hence faced the challenge of ensuring effective work processes throughout the organisation.

The Grand Ho Tram Strip needed print devices to work in tandem for enhanced security and productivity; in order to sustain growth momentum, print management was hence one of their top concerns. However, it was challenging for The Grand Ho Tram Strip to effectively manage print usage per user with their previous devices – especially due to the large number of staff and their high printing needs.

In Need of Excellent Service Standards

The Grand Ho Tram Strip prioritised good after-sales service when selecting a service provider. The chosen service provider's technical team needed to offer flexibility, strong support, dedicated commitment and professionalism. Backup plans and solutions should also be fleshed out beforehand, so as not to disrupt any ongoing operations.



An Ideal Combination of Hardware and Software

The engineering teams of Canon Vietnam and Le Bao Minh, the Authorised Distributor of Canon in Vietnam, collaborated to propose a winning combination of hardware and software that not only allowed control of network printing, but also offered sufficient support for the organisation's operations, expansion and future renovation plans.

31 imageRUNNER ADVANCE multifunction devices (MFDs), together with Canon's uniFLOW print management solution, were hence implemented in key areas within the organisation. This included the offices in the technical, marketing, sales, public relations and human resources departments, as well as the reception and security areas.



Improved Productivity & Cost Management

The authentication function provided secure access to MFDs and helped the Grand Ho Tram Strip boost information security effectively. The creation of automated smart print commands also improved overall levels of productivity and lowered the number of technical support personnel needed to be on standby, optimising manpower allocation. Additionally, generated usage reports allowed the Grand Ho Tram Strip to monitor print activities and continuously manage printing costs.

Quality Service Assurance

Speedy, timely and professional support from both Canon Vietnam's service team and Le Bao Minh's technical team have enabled The Grand Ho Tram Strip to operate with absolute peace of mind – something that the organisation has always desired.

“ We are very satisfied with Canon's high product quality and professional after-sales service. They have delivered beyond our expectations over the past years that we have worked with them – Canon is definitely a brand that we can trust! ”



Mr. Cao Minh Luan
Network Manager
The Grand Ho Tram Strip