



KONICA MINOLTA

CATALONIA

• HOTELS & RESORTS •



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TRUSTS IN KONICA MINOLTA'S OPTIMIZED SERVICES

CATALONIA HOTELS & RESORTS DOES NOT HAVE TO WORRY ABOUT THEIR PRINTING SERVICES

Catalonia Hotels & Resorts is one of the main hotel chains in Spain. It currently has 69 establishments located in Europe, Mexico and the Dominican Republic, and until Konica Minolta optimised the printing fleet, it had over 180 devices and almost 70 different models, from seven different suppliers.

Each unit had an individual contract, so the system was highly complicated when it was needed to request maintenance, repairs or toners. It also had problems with bottlenecks and low-quality printing.

The long and hard consulting and analysis process started two years ago. Based on the results, Konica Minolta concluded that eight users could work perfectly with just one unit. This is possible because each unit added to the Catalonia Hotels & Resorts chain would have the required features: speed, quality, 6-month toner service life, and most importantly, it easily carried out any type of work, improving the productivity of the users and providing a better service to its clients. The analysis also provided a key piece of data: the amount of equipment could be reduced by up to 25%.

CHALLENGES

- Over 180 devices and almost 70 different models, from 7 different suppliers
- Each unit had an individual contract
- Complicated system of requesting maintenance, repairs or toners
- Low-quality printing

SOLUTIONS

- Analysis with the result that 8 users can work with one unit
- Each unit has the required features speed, quality and 6-month toner service life

ADVANTAGES

- Improved productivity of users
- Better service to clients
- Up to 25% reduced amount of equipment



New equipment is more economical and has better features

For Konica Minolta, the important thing is not only for the equipment to work at 110%, but also to satisfy the day-to-day needs of the hotel's clients and users. One example can be seen with the Welcome Cards, namely the equipment chosen to determine that the quality was superior to the previous equipment and that they would not have any power supply problems. The new equipment would also be more economical and have better features.

The comprehensive management of Konica Minolta's Optimized Print Services, the fast delivery time – being installed all over Europe – and the remote monitoring of the printing fleet, which provided the proactive and automatic delivery of consumables, have been key for the trust that Catalonia Hotels & Resorts has placed in Konica Minolta.

Next steps: the project is still at 20% of its complete deployment because Catalonia must substitute their current equipment once the contracts with their different suppliers expire. Catalonia is opening new hotels, and Konica Minolta will also provide the homologated solution so they can provide the service to their users and clients.

An agreement to focus on what is truly important

Catalonia Hotels & Resorts now does not have to worry about their printing services. Konica Minolta guarantees the delivery of their equipment, and their installation and set-up; any problem that may arise in the future will be swiftly solved. Catalonia Hotels & Resorts will only have to worry about clicking their mouse once to print a client invoice in a comfortable and more economical way.

Thanks to remote monitoring, it is possible to check the state of all the printing equipment at Catalonia Hotels & Resorts, such as the toner level or the number of prints. This is a great advantage for a group that manages hotels all along the Spanish territory, including the Canary and Balearic Islands, and with different settings, in cities such as Brussels and Berlin, and very soon, Milan and Porto.

“Konica Minolta tried our model in their devices, assuring the product's high quality, which is superior to its predecessor and at a lower cost. Also, the delivery timing was really short. Now with one click, we can print an invoice. It is truly comfortable for us and, curiously, a lot more economical”

Ignacio Morales
IT Manager, Catalonia Hotels & Resorts

With this new way of doing things, Catalonia Hotels & Resorts only has to worry about offering the best service possible to their clients, a work philosophy that has allowed them to, among other honours, appear with two of their establishments in the ranking of the 25 Best Hotels in Spain by TripAdvisor Travelers' Choice 2018.



Catalonia Hotels & Resorts improves its guest services at the "Internet Corners", where they have courtesy computers available to them – and now also Konica Minolta printing equipment.



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Your Konica Minolta Business Solutions Partner:

Konica Minolta
Business Solutions Europe GmbH
Europaallee 17
30855 Langenhagen • Germany
Tel.: +49 (0) 511 74 04-0
Fax: +49 (0) 511 74 10 50
www.konicaminolta.eu