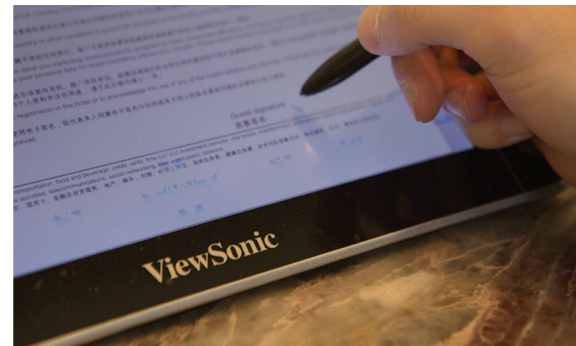


CASE STUDY



A Success Story from Our Customer Shangri-La Hotels & Resorts



Shangri-La Hotels & Resorts officially implemented ViewSonic's digital registration system in 2015.



Challenge

- ▶ Long processing time for check-in, check-out, and registration services
- ▶ Easy, automated check-in processing could decrease additional service offerings
- ▶ Hardcopy retrieval and document based services were inefficient and increased costs

Solution

- ▶ Increased the efficiency of data storage and accessibility
- ▶ Easy integration, with pen displays deployed at check-in counters via a simple USB connection
- ▶ ViewSonic's digitalized registration system simplified procedures and shortened customer waiting time

Results

- ▶ Large costs affiliated with paper storage and printing were eliminated
- ▶ Enhanced branding, improving brand perception while providing an enriched overall experience
- ▶ Reduced processing time by almost 30%, boosting efficiency, reducing costs, and decreasing wait time, while increasing customer satisfaction ratings

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For more information on ViewSonic's pen displays and pen tablet products, please visit: <http://pendisplay.viewsonic.com>

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