

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

Shangri-La Hotels & Resorts officially implemented ViewSonic's digital registration system on their customer service counters in 2015.

Challenges

- 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 are inefficient and increase costs

Solution

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

Result

- 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