



CASE STUDY:

Adare Manor One of Ireland's
Top 5 Star Luxury Hotels
improves productivity and
enhances guest experience
with managed print solution.



EXECUTIVE SUMMARY

Name: Adare Manor

Location: Limerick, Ireland

Size: 400+ employees

Activity: Hospitality

Challenges

- Manage information flow
- Improve Business proficiency
- Control document expenditure
- Flawless prints every time
- Enhanced guest experience

Solution

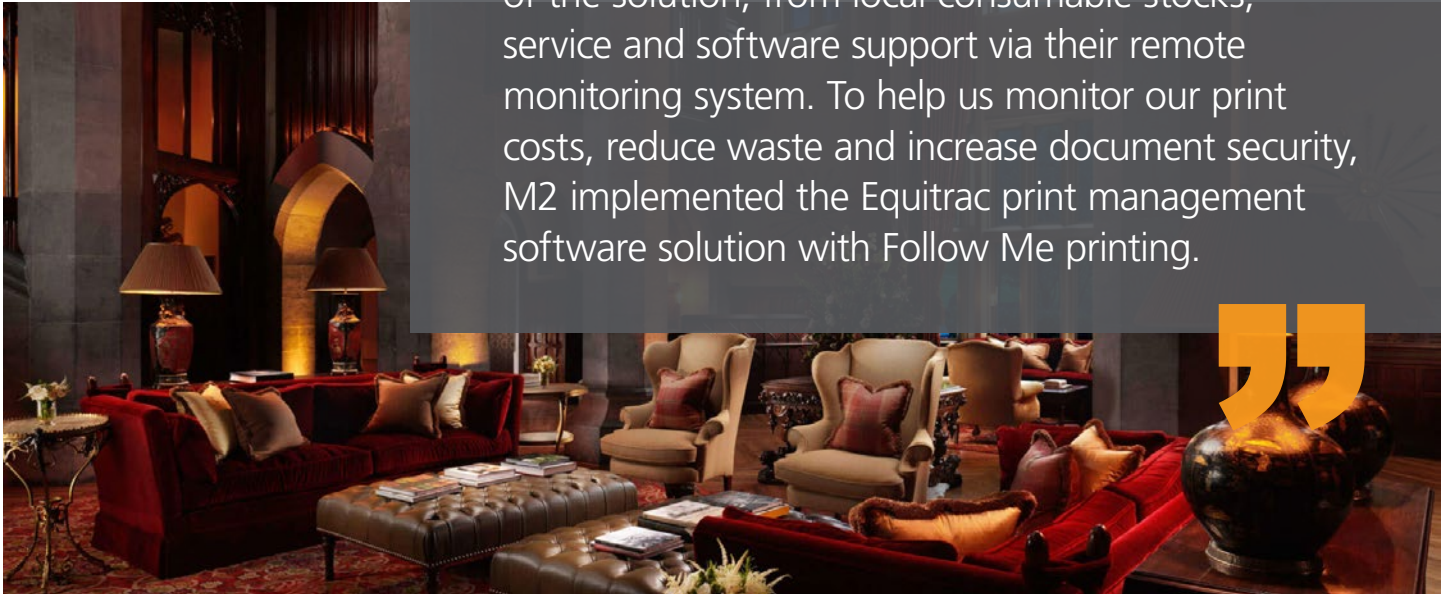
- Integrated with hotel OS
- One-button scan and distribute
- Tailored interface
- Ability to print anywhere with a staff ID number
- Cost-effective
- Modern design

Benefits

- Reduced wait time for staff and guests
- Improved customer focus
- Working with the best in class devices
- Quick return on investment
- Reduced administrative burden
- Intuitive easy to use interface
- Secure solution
- Networked devices
- Hotel wide access for staff



Adare Manor Resort selected M2 Office Technology to implement a Managed Print Service (MPS) solution for our newly refurbished hotel. We found them to be a highly professional company to deal with and their MPS solution has eliminated many issues and costs for us. M2 manage all aspects of the solution, from local consumable stocks, service and software support via their remote monitoring system. To help us monitor our print costs, reduce waste and increase document security, M2 implemented the Equitrac print management software solution with Follow Me printing.



Adare Manor is a neo-Gothic architectural masterpiece which is cherished as a warm and welcoming five-star luxury resort, defined by its spectacular setting, authentic historic character, and the impeccable service of its world-class staff. Guests may design a bespoke itinerary of activities in and around the sweeping 840 acre estate. Fine dining and world-class libations across the resort's many restaurants, lounges and bars offer something to tempt every palate. Adare Manor has collected numerous global accolades, capped off with the recent confirmation of its Ryder Cup host venue status for 2027.

CHALLENGES

Adare Manor wanted to replace their current fleet of MFDs with the latest in MFD technology while implementing a more consistent user experience across their 5 star hotel. Some of the key challenges for Adare Manor like many businesses has been managing information flow and controlling document expenditure. Being a 5 star hotel Adare Manor must maintain and drive productivity while providing the best guest experience possible. To achieve this, Adare Manor formed a relationship with M2 Office Technology to look at how

they could transform its managed print solution to improve business proficiency and to provide flawless print every time. There was also a lack of control with Adare Manors old solution in particular with print/copy output within the operation and they had a strong desire to address this with a more robust solution that would include secure Follow You printing by allowing users to authenticate at the MFD via their staff ID number. Overall Adare Manor seen an opportunity to make document management fast, secure and efficient.



SOLUTION

Adare Manor opted through M2 Office Technology for Ricoh's Managed Document Services solution: a mix of professional and managed services, hardware and software, which is entirely tailored to the needs of their 5 star luxury hotel. M2 Office Technology analysed Adare Manors requirements to design a more appropriate print infrastructure.

The new printing environment is made up of a printer fleet of modern Ricoh multi-function printers, entirely managed and maintained by M2 Office Technology. This solution is cost effective for the 5 star hotel and fully integrated with Adare Manors operating system. The devices include identical tailored user interfaces and a uniform printer operating system. This solution also provides Adare Manors employees with fast, flexible and secure printing, scanning, copying and faxing. Employees can use their staff ID number to identify themselves and if they wish can securely print, scan and fax on any device of their choice within the hotel.

The Managed Document Services solution delivered by M2 Office Technology and Ricoh has enhanced Adare Manors print infrastructure to optimal performance. The new equipment improved the information flow throughout the organisation. Moreover, it is faster and more secure. This solution included support during the implementation of the new printer fleet, such as change management and end user training to familiarise them with the many possibilities of the new equipment. Additionally, this solution includes regular service provision in the management and maintenance of the equipment. M2 Office Technology manage all aspects of the solution for Adare Manor inclusive of consumable stocks, service and software support via their remote monitoring system etc.

Kofax Equitrac, server-based print management was included as part of this solution by M2 Office Technology and Ricoh. It is designed to help reduce waste, make more efficient use of staff time and increase security. Equitrac also allows Adare



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BENEFITS

Manor to set rules-based printing while helping to provide visibility into who is printing and when. As well as reducing the overall cost of printing, Equitrac offers a management reporting tool that gives the hotel a greater understanding of its employees' behaviour for example how much they copy, scan and print and on which devices, this can help Adare Manor to identify some further potential cost savings over time. It does all this while also improving document security and eliminating waste to support environmental sustainability.

The Equitrac software solution works with the MFD by leveraging off the award winning Ricoh Smart Operating panel. This tablet style operating panel is not only is this modern in design and aesthetically pleasing but it is simple for employees to use. Simplicity is key for staff as spending unnecessary time at an MFD to release a print job or perform a scan is not practical and is not best use of Adare Manors incredible staffs time. Employees can easily navigate the user interface just like a smartphone or tablet by swiping to move screens and selecting an application by touch or bring up the on screen keyboard to enter text when needed allowing for faster adaptation and continued usage.

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Adare Manor has seen many benefits across the organisation. Their staff in particular have experienced a number of benefits such reduced administrative burden, intuitive easy to use interface and devices, hotel wide access for their print needs and reduced wait time for printing requirements.

They have substantially increased employee and their guest experience and satisfaction through reduced wait time and better print quality ensuring flawless print every time, resulting in higher productivity and improved guest experience all at lower costs.

The benefits for Adare Manor don't stop there with a quick return on investment, cost savings on print, secure solution and fully integrated and networked devices installed.



They have also noticed many benefits of the Equitrac software solution enabling secure printing as print output is only produced when released by an individuals ID number satisfying GDPR compliance. This also helps to reduce paper waste for Adare Manor. The Equitrac solution has provided Adare Manor with a transparent view of the entire hotels print, copy and scan usage through its easy-to-understand and fully customisable reporting tool. This led to the 5 star hotel being able to identify where cost savings can be made and where efficiency can be improved. Crucially, time spent on administration has been cut, as all print output is now provided, managed and measured from one source.

In summary, Adare Manor through M2 Office Technology has seen a host of benefits across the organisation working with Ricoh's best in class hardware devices and software solutions.

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We are extremely pleased with the features and reliability of the best in class Ricoh multifunctional photocopiers and printers provided and are very impressed with the level of service and support we get from M2 Office Technology.

MARTIN SHEEHAN,
IT MANAGER

ADARE MANOR

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Solutions / Products

- Managed Document Solution
- Ricoh MFPs
- Kofax Equitrac Software Solution
- @Remote

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communication services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2020, Ricoh Group had worldwide sales of 19.06 billion USD.

For further information, please visit www.ricoh.ie

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