

Benefiting From Partnership With Document Data Group

Dakota Hotels

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All issues handled with honesty, promptness and customer focus, that was the indicator that we had made the correct choice.



THE COMPANY

Dakota Hotels is a private company providing hospitality and restaurant services from two boutique hotels based in South Queensferry near Edinburgh Airport and Eurocentral near Glasgow.

THE ISSUE

- A selection of devices were being used across the chain with varying service level agreements: leading to mixed response times, some down times on business critical machines and generally creating a disjointed level of service.
- Dakota Hotels received no updates on print usage or the performance of their fleet of machines.
- No toner automation meaning that toner levels would run out leaving machines out of operation until the new toner arrived.
- Very high running cost on the machines that Dakota Hotels had in place.

THE SOLUTION

- Dakota Hotels were supplied with two Canon high end, colour multifunction devices and both machines were covered by a comprehensive service contract and a totally managed service.
- Toner supply was automated meaning as soon as a toner has 20% of capacity left, new stock is automatically sent out.
- It is projected that Dakota Hotels will save £17,558.40 over a five year period simply by adopting the new and improved fleet and service offering from Document Data Group.

SCOTT SHEPHERD, FACILITIES AND SYSTEMS DIRECTOR, SAID:

“Thanks to Document Data Group, I no longer need to manage the equipment: they do that for me which takes a lot of pressure off of me.”

Not only was the audit that they carried extremely thorough, but they took into consideration many other aspects previously not considered by others. Their approach was innovative, challenging, and creative. They took the time to understand our business and demonstrated a good knowledge of our industry.”