

# GRANGE HOTEL

## A LUXURY SERVICE FROM ANNODATA

Grange Hotels is London's leading independent hotel chain with 17 luxury hotels located in the heart of the capital. The company renovates or builds hotels with individual character complemented with contemporary luxury and outstanding value.

As well as its hotel sites the chain also operates from two main offices and a construction office. Over time, Grange Hotels has expanded significantly and the company found that it could no longer manage its photocopying and printing in-house. It required a partner that could provide equipment capable of producing large volumes of high quality documents across all of these sites.



"They understand the demands and needs of the hospitality industry and are flexible and responsive. The continuity of support has also made a real difference."

GRANGE HOTELS'  
FINANCE DIRECTOR



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## THE ANNODATA SOLUTION

A recommendation by another Annodata customer led to Grange Hotels awarding the company the initial contract in the late 1990's.

Over the years the relationship has developed and Annodata currently manages machines across the 20 sites including maintenance, consumables and upgrades.

operational integration with Nuance eCopy enables easy and low cost management of electronic documents.

Additionally, Annodata has the ability to further configure Canon's uniFLOW workflow solution to ensure intelligent job routing for optimum productivity.

The machines installed at each of Grange Hotels' locations are fully networked within the site. They have a multitude of purposes – from producing event signage, menus, letters for room wallets to supporting the conference and banqueting team. Used daily by over 600 staff members, the devices are required to remain reliable whilst sustaining high quality output.

### RESULTS

- Sophisticated mixed deployment of fleet that addresses the numerous/ varied staff and guest requirements
- Secure management and disposal of technology that protects against confidential data loss
- Greater adherence to Grange's environmental charter

The fleet now consists of an optimised mix of everything from high-end full colour Multi Function Devices (MFDs) to low-end black and white copiers, a number of fax machines and a colour plotter at the construction office. Annodata always ensures the latest and best technology is provided, especially in the five star hotels.

Grange Hotels makes full use of the latest features of their printer and MFD fleets such as secure delivery of scanned documents via email, fax and FTP. Document management through

## THE ANNODATA BENEFIT

**Annodata's ongoing maintenance and consumables support enables Grange Hotels to make decisions about when to replace individual machines and the most cost effective process for managing the MFD fleet.**

An annual review allows the companies to agree together which devices need to be upgraded. As Grange Hotels' Finance Director explains, **"Annodata keep our machines running as long as possible. Their support, especially with the older units, is excellent. They are very approachable and will only advise replacement when it's absolutely necessary. In fact, at one of our main offices we had a Canon that did 834,000 copies!"**

Annodata also takes responsibility for the safe removal and recycling of the old ones, something which provides a huge benefit for the Group. **"Disposal of machines like these is a complete headache. Not just because of the environmental issues but also because the built in computer**

**memory needs wiping, for security and confidentiality purposes. The fact Annodata deals with that side of things is also a real advantage."**

The length of the relationship has enabled Annodata to gain a full understanding of Grange Hotels' business.

This is helped by the fact that the company has been supported by the same Annodata account manager for the duration.

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Annodata is one of the UK's longest standing providers of Managed Services, covering Document Management, Unified Communications and IT.

**For more information on how Annodata can help you become a more efficient enterprise, please contact: [marketing@annodata.co.uk](mailto:marketing@annodata.co.uk) or Tel: 0300 303 021**



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