The Four Seasons Hotel Silicon Valley

Guest printing limitations resolved with the PrinterOn Mobile Printing Solution

FOUR SEASONS HOTEL
Silicon Valley

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Ray San Juan
Director of Information Technology, Four Seasons Hotel at Palo Alto

Benefits of the PrinterOn Solution

☑ *Guests can now print large files*

☑ *Guests can print from their own mobile devices as well as laptops*

☑ *Simple deployment and easy to use*

☑ *Secure release of documents provides confidentiality to guests*

The Customer: Four Seasons Hotel Silicon Valley at East Palo Alto

The Four Seasons Hotel Silicon Valley at East Palo Alto brings legendary service and luxury to the innovative capital of high tech.

The 200 guest rooms are comfortably furnished and stylishly productive, allowing guests to remain productive and focused, offering a flat-screen television and up-to-the-minute technology.

The fully equipped 24-hour Business Center, together with multilingual Concierge service, provides comprehensive business services that include audiovisual equipment, computers, laptops, and high speed internet access throughout the hotel, guest rooms, meeting rooms and now the PrinterOn Mobile Printing Solution.

The Challenge

Guests need to print large files. Before finding PrinterOn, the Four Seasons Hotel allowed their guests to email their documents to the front desk for printing. "The limitations of this process were apparent right from the start," remembers Ray San Juan, Director of Information Technology at the Four Seasons Hotel Silicon Valley. "The size limitation for sending emails stopped many of the print jobs from reaching our front desk. We were unable to help our guests."

The Solution

Limitless printing. PrinterOn has resolved our printing issue," says San Juan. "Guests are able to easily send large files to print without any problems. It saves both our guests and staff many steps – the process is so much faster." PrinterOn ensures privacy and security as well. Guest's sensitive documents will only be seen by the sender and do not print out until they are released with a private release code. This code is randomly generated for every individual print job.

PrinterOn offers many customizable features including maximum page count, hours of operation and the reprint option which Ray San Juan particularly likes.

"We are in a location where heavy print usage is natural" comments San Juan. "Still, we have included a link to our PrinterOn service on our property landing page and include information in every key packet."

"As long as they have internet access, our guests can print from anywhere in the world to our printer. That is powerful," remarks San Juan. "I would advise anyone looking to streamline guest printing at their property to deploy PrinterOn."