Case Study

Privacy & Printing
Hyatt Regency Houston/Galleria Acquire A Secure Business Center & Printing Station

Located in uptown Houston, a hub for the city's most fashionable shopping, dining, and entertainment, is the Hyatt Regency Houston/Galleria. With over 1,150 hotels worldwide, the Hyatt name is well known, and their location at this Hyatt Regency is an excellent example of why. Hyatt Regency Houston offers 325 luxurious rooms with a modern look, sought-after amenities, unbeatable views, and much more. In addition, Hyatt offers a stay full of relaxation and comfort with amenities including an outdoor pool, fitness center, business center, and plenty of dining.

The Challenge

The Hyatt brand values its customer's experiences. From making sure their guests are well taken care of to offering the highest quality of amenities, Hyatt cares. This location is no different; putting the needs of its guests

first is a proud accomplishment for the Hyatt Regency in Houston, Texas. To adhere to this, Hyatt wanted reliable guest-use PCs and Kiosks to increase satisfaction.

In addition, they wanted to offer computer access for guests that allowed them to stay connected, productive, and informed while ensuring user privacy and reliable technology. The hotel also has guests stay for various reasons, from leisure travel to business conferences, and one thing they were searching for was a cloud printer that their guests could utilize for any reason.

The Requirements

1. Secure PC/Kiosks for guest use
2. Easy-to-use cloud printer
3. Simple and cost-effective upgrades

The Solution

After speaking with Hyatt representatives, our Thinix team was able to identify their problems and register solutions. Our team implemented Thinix Hotel Business Center PCs, which have everything guests need to stay securely connected, productive, and informed with access to the Internet and other applications. With built-in Failsafe Session Timeout and Thinix All-Clear™ Privacy Protection, users can be assured that their privacy is maintained. These systems solve the first requirement Hyatt has.

Along with our PCs, our Thinix team also recognized FamilySafe CloudPrint as a solution. CloudPrint is an all-in-one servicing hub that enables printing for your guests on the move. Guests can connect to the printer with any device, offering simple and secure print options. Hyatt guests visit the hotel for countless reasons, from work conferences to vacations. For all those reasons, a guest might need access to a printer. As a result, our Thinix CloudPrint satisfied another requirement for Hyatt Regency Houston/Galleria.

The Implementation

After determining the solutions that would benefit Hyatt Regency, our Thinix technology could be implemented and go online quickly and efficiently. The upgrade was cost-effective for the hotel and was able to be put in with minimal to no interruption on day-to-day business.

The Results

The Business Center PCs and FamilySafe CloudPrinter resulted in positive customer feedback. The Hyatt has many guests who use their conference centers for work meetings and business conferences, and these guests get a lot of beneficial use out of the new technology. In addition, vacation guests have been able to print boarding passes and event documents. No matter their PC or printing needs, Hyatt has them covered with Thinix technology.