



CASE STUDY

ELITE HOTELS

THE CLIENT

Elite Hotels is a privately-owned collection of luxury hotels in the south of England, comprising Ashdown Park Hotel and Country Club in East Sussex, The Grand Hotel in Eastbourne, and Tylney Hall Hotel in Hampshire.



"When Elite Hotels moved over to Principal in 2013, our aim was to improve not only the end user experience but also reduce downtime, make use of innovative technology & save money. Fast forward to 2025 & mission accomplished!"



SIMON WILLIS
Operations Director

ISSUES

Before Principal's intervention, Elite Hotels struggled with an inefficient and rigid print solution. Burdened by endless lease paperwork, multiple invoices, and long-term contracts, they found themselves locked into a system that no longer met their evolving business needs. Poor management and subpar customer service only compounded their frustration, pushing them to seek a solutions provider that aligned with their commitment to innovation and flexibility.

SOLUTIONS

Over a decade ago, Elite Hotels adopted Principal's Totally Managed Volume and Services Agreement (TMVSA) and never looked back. Offering unmatched flexibility and scalability, the solution has streamlined their print management into a single, straightforward invoice - combining simplicity with efficiency.

Eliminating administrative headaches and operational burdens, Principal's solution seamlessly aligned with Elite Hotel's core ambitions. With first-class support and a hassle-free experience, TMVSA continues to empower Elite Hotels to grow and evolve while focusing on what they do best - delivering exceptional luxury and comfort to their guests.

BENEFITS

- ✓ **Immediate cost savings**
- ✓ **Flexible agreement**
- ✓ **Speedy and reliable support**