

rrd

**HOSPITALITY  
SERVICES**



# WHERE GREATER MARKETING AND COMMUNICATION EFFICIENCY IS ALWAYS WELCOME

Hospitality case study



## RRD'S SOLUTIONS

- RRD started with a customized improvement plan specific to their needs, including onboarding tasks, and a master activities schedule
- RRD's experts provided collaborative training for all support staff, guided field service training for the navigator team, ETQ certification of all support processes, and daily Full Service Group calls to ensure streamlining of all daily management tasks
- Our global presence and lower shipping rates, provided a cost-effective solution for delivering branded marketing materials in 122 countries and territories
- With CustomPoint and CustomDoc, each of the company's individual properties can quickly order, customize, proof, and track materials online, reducing overall processing times



## RESULTS



Over **1,500** WORLDWIDE locations served



**20,000** orders managed and  
**66,000** LINE ITEMS shipped annually



MINIMUM **12%** REDUCTION in shipping and production costs while increasing speed of delivery



**THANK YOU**