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-Norman Langlois
General Manager
Hillcrest Hotel

Hillcrest Hotel: A Coast Resort

A Case Study by Userful™ Corporation.

The Need: Secure Internet Access for Hotel Guests

The Hillcrest Hotel is located in Revelstoke, BC, the gateway to Glacier & Mount Revelstoke National Parks. With 75 rooms, a health club, conference rooms and a gourmet restaurant, the hotel is a regional destination for everyone from skiers to business travelers, families and hikers. In today's connected world, everyone wants Internet access. While

the Hillcrest Hotel does offer wireless access, hundreds of guests walk through their doors every month without laptops. For General Manager Norman Langlois, it was important to offer all guests computer and Internet access, including those traveling without laptops.

QUICK FACTS
Userful Desktop™ at a glance

ECO SAVINGS
based on this case study

Electricity Saved: 6,025.2 KWh = $210
CO/2 Saved: 9,339 lbs of CO2
Cars off the Road: 0 cars off the roads
Trees planted: 1 acres of trees

TOTAL COST OF OWNERSHIP
We can help you achieve more with less. Userful Desktop saves up to 80% of the IT and administrative time usually spent on computing.

USERFUL DESKTOP FEATURES
Userful Desktop includes over 40 applications in 30+ languages. Users can surf the web, catch up on work, burn CDs, or just play games. There's even a large-print option for those with vision impairment.

If you would like to know more about Userful™ and our products please visit:

www.userful.com
or call
1-866-USERFUL

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Finding the Ideal Solution

Shortly after the hotel opened in 1999 they deployed a commercial Internet kiosk. Mr Langlois recalls: "The equipment was lousy, speed was slow and guests complained, so we took it out, tried to operate it ourselves, but that too was a non-starter. "I decided there had to be a better way and that's when I found Userful."

The solution seemed ideal: an all-in-one Business Center for his hotel. It consists of one computer with four independent workstations attached to it, and all the public access software built in for free.

Safe, Secure, and Easy To Set Up

There is a lot to consider when choosing a Kiosk or Business Center solution. Putting computers out for public use can be a huge drain on staff time.

Security, viruses, adware, spyware, and privacy protection are all huge, ongoing issues. This is where Userful Desktop comes in. It includes all the needed software from office suite and web browser to privacy protection and security. Userful Desktop has a built-in charging mechanism for pay-as-you-go Internet access using prepaid cards.

Mr Langlois recalls: "In terms of set-up it was pretty much plug and play, virtually effortless. There was a little drawing showing what to plug where and we just followed that. We were certainly pleased with how smoothly it went."

Hillcrest's Investment Pays Off

Mr Langlois and his staff began to sell prepaid cards, for which the hotel kept half the revenue. Hillcrest guests now have access to a full selection of software from web browser to chat, games and an office suite, at a price-per-minute set by the hotel. The system has been a welcome addition to guest services. "My staff was very positive and the service has been well received by our guests. That's the main thing we want. We're in the business of happy customers. We've done this as a customer service."

To learn more about Userful Desktop™
please visit:
www.userful.com/products