

Case study

InterContinental Hotels Group

HP Financial Services helps IHG stay ahead with flexible investment solutions that meet current and future business needs



Organization

InterContinental Hotels Group

Country

Global

Industry

Hospitality

Deal Size

\$17 million in volume to date

HP

Workplace equipment

HP Financial Services

- HP FMV solution
- Technology Refresh
- Asset Recovery Services



“We live in a new world where technology increasingly is intertwined into the very fabric of the hotel experience we provide. It’s vital for us to create an experience that is seamless for our guests and can accommodate their individual needs. IT is at the heart of this and it’s critical to ensure we stay at the forefront of technology to differentiate our hotels in the market and with our guests. HP Financial Services took the time to understand our business and built a flexible investment strategy that helped improve our ability to refresh and manage our technology in line with our business needs.”

– Kerrell Hurt, Global Technology Americas Operations, Head of Hotel Openings and Implementation, IHG.



Organization Profile

InterContinental Hotels Group (IHG) is comprised of nine brands spanning 4,600 hotels in nearly 100 territories and countries. Dedicated to responding to guests’ needs, IHG hotels range from heritage Holiday Inn, which Kemmons Wilson opened after being unable to find an affordable, comfortable hotel for the family, to their newest addition, HUALUXE Hotels and Resorts™, the first premium international hotel brand designed specifically for Chinese consumers.

Business situation

InterContinental Hotels Group (IHG) is focused on providing great hotels that guests love. At the core of that experience is the technology infrastructure that helps create an environment that meets their guests' evolving needs. Having traditionally paid cash for equipment, IHG was challenged with keeping technology refreshed on a regular upgrade cycle that could keep pace with their customers' requirements for anytime access to the hotel's best tools, amenities, and services at the touch of a button. IHG needed to quickly upgrade their property management system (PMS) and ensure it could be refreshed on a regular upgrade cycle that could meet future business and customer needs.

Solution

As a strategic partner, HP Financial Services worked with IHG to develop a flexible investment solution that came with a built-in 4-year refresh cycle on HP equipment, covering the full IT lifecycle from deployment

to retirement. Leveraging the expertise and experience HPFS delivered, IHG was able to create a more dynamic, flexible and cost-effective IT environment that could scale and adapt in line with customer needs. With a built-in refresh cycle, IHG could ensure access to the latest technology with clearly defined renewal points to help minimize potential disruptions. Finally, IHG was able to leverage a simple, predictable and scalable payment option that helped improve overall cash flow and accelerate their new brand strategy.

Benefits

- Access to regularly refreshed technology
- Investment solutions that enhanced IT offerings and created greater financial flexibility
- Quickly upgrade technology at any time, in a short time frame and at minimal upfront costs

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