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Fuji Xerox China Offers Room Reservation Solution to Shangri-La Hotels and Resorts

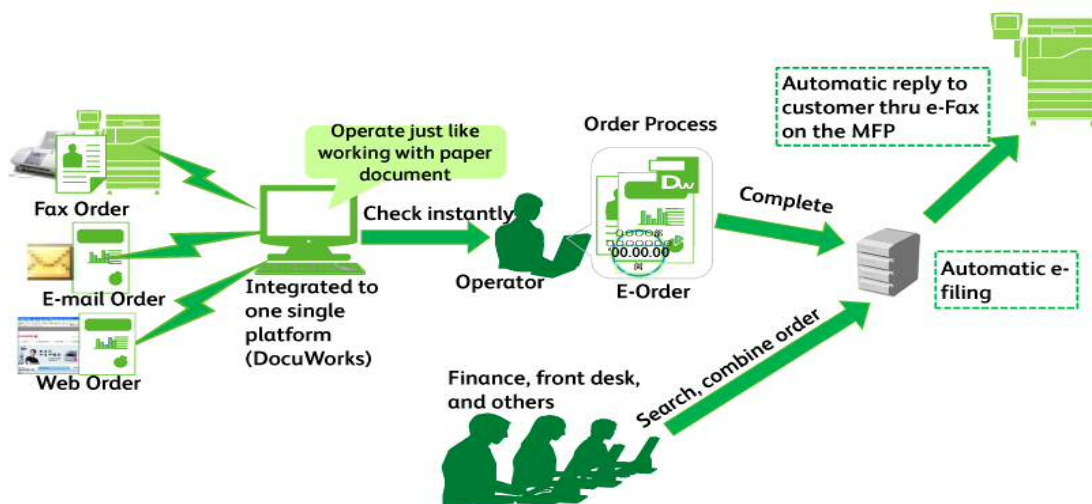
Contributes to the Customer's Sustainable Business Management Model by Streamlining Business Processes by 80 Percent and Reducing Paper by 50 Percent

BEIJING, December 24, 2013 – Aiming to streamline room reservation procedure, Fuji Xerox (China) Limited, a sales subsidiary of Fuji Xerox Co. Ltd., offers a solution to Shangri-La Hotels and Resorts. This solution has been implemented at the Group's 26 hotels in mainland China and 24 hotels in other countries, with an expansion plan that encompasses all of Shangri-La Hotels and Resorts' hotels including those that will open in the future.

Utilizing Fuji Xerox's document management software DocuWorks, the room reservation solution's seamless integration of paper and electronic documents addresses the request of Shangri-La Hotels and Resorts to reduce paper usage and improve reservation procedure efficiency.

The guest room reservation forms are submitted from customers to the room reservation department on a daily basis in various means, such as from the Web, fax and email. DocuWorks unifies all the reservation forms into its own electronic document format which enables these documents to be centrally managed. The reservation confirmation document is then stored in the server in chronological order as well as faxed back to the customer via a Fuji Xerox multifunction device directly from the server without having to print on paper, thereby reducing paper usage and improving the entire workflow.

Different departments within the hotel such as the finance department, front desk and others can search the reservation information through those digitized documents in the server or add necessary data to it, and for example, the front desk can allocate the required room accordingly and the finance department can check and follow up on the billing/payment status.



Overview of the Room Reservation Solution

According to Fuji Xerox China's survey, Pudong Shangri-La, East Shanghai, which was the first Shangri-La hotel to implement this solution, cut the reservation processing time from 36 to five minutes by eliminating much of their manual reservation work, which represents an 80 percent improvement in work efficiency. Further, by replacing the faxed / printed documents with electronic documents, paper usage is expected to be reduced by as much as 50 percent per year.

In 2010, Shangri-La Hotels and Resorts set an environmental protection target to reduce energy consumption by 20 percent over the following five years. To achieve this target, the entire Group is actively implementing environmentally-aware measures, such as changing interior and exterior lights to light-emitting diode light bulbs. For the room reservation department, its major environmental protection target aims at reducing paper usage.

Fuji Xerox will continue to provide solutions and services that enable customers to solve their business management problems utilizing its forte—documentation technologies and expertise.

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