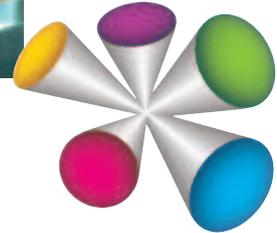


*Carmin Ponticorvo,  
Front Desk Manager  
at the Hilton Milan:  
"The check-in is an  
important part of the  
Hilton experience. It  
is the first encounter  
of our guest with our  
service and the first  
impression always  
counts. Thanks to  
the PassportScan  
solution with the  
Wacom STU-520  
our employees can  
fully concentrate on  
the guests during  
check-in. This  
matches our idea to  
always centre on our  
guests and their  
requirements. Our  
guests really like to  
give their signature  
on the STU-520 and  
enjoy using modern  
technology in our  
hotel."*



## Wacom STU-520 at the Hilton Hotel Milan, Italy



### The user:

The Hilton Milan is one of Hilton's facilities in Italy. Located centrally in Milan, the Hilton is the venue of choice for guests that visit Milan on business or for a holiday trip. It offers 319 guest rooms, meeting rooms, a bar and restaurant and a fitness area.

### The background:

Hilton Milan decided to digitalize the whole check-in process with the clear idea to focus more on its guests. Without the digital check-in, the receptionists needed to stare at their monitor, typing in guest data rather than concentrating on the visitor and interacting with him during the process.

### The solution:

Together with PassportScan UK, Hilton managed to simplify the check-in procedure. The guest's passport is scanned and all necessary data to fill in the relevant forms is transferred from the passport automatically. Only additional data that is not on the passport needs to be added and typed in manually. The signatures that the guest has to supply are done on Wacom's STU-520 LCD signature tablet and directly integrated into the forms as well.

### The advantages:

With PassportScan and Wacom's STU-520, the check-in process at Hilton has become truly interactive between the receptionist and the guest. While the information is digitized, he can communicate with the guest, already finding out about his needs and wishes. The guest only needs to approve all this by signing on the STU-520. Depending on several factors, check-in times can be reduced up to 80 per cent. This allows the guests to arrive at their room much quicker - with the result of higher guest satisfaction. For Hilton, the digitalization has reduced the process costs a lot. Instead of printing everything is now archived digitally, saving large amounts of paper and toner. PassportScan has decided to integrate the STU-520 based on Wacom's originally developed EMR® (Electro-Magnetic Resonance) Technology into its solution because Wacom tablets are robust, have an outstanding design and a very good reputation in the market. The Hilton Milan for example, has about 10.000 bookings per month which means that the tablet has to be robust enough to stand this heavy usage. Additionally, the STU-520's full colour LCD display offers the opportunity to integrate more functionalities such as map applications for guests or to display hotel promotions while the tablet is not in active use.

