

The venue's biggest ongoing pain wasn't servers or security. It was the printers tied to its point-of-sale system. **In hospitality, a POS printer that won't print is a line that stops moving.**

The Challenge

This large hospitality and events venue depends on point-of-sale printing every day. Those printers failed often enough that MSI and the client had sunk significant support hours into troubleshooting them over time.

Each fix was temporary. The print environment ran on fragile local management, so the same problems kept coming back and pulling IT time away from higher-value work.

The Solution

Instead of another round of troubleshooting, MSI moved the client to a cloud-managed print platform, taking the environment off local management and onto a system built to be monitored and maintained centrally.

The rollout targeted the POS-connected printers that had caused most of the trouble.

Cloud print management replaced the recurring hands-on fix cycle with a setup MSI can watch and maintain before staff notice a problem.

Engagement Snapshot

CLIENT	Hospitality & Events Venue
INDUSTRY	Hospitality
RELATIONSHIP	Managed Services
DELIVERED	Summer 2025

By the Numbers

Cloud managed print replacing fragile local print management on the POS printers.

The Results

The chronic POS printing failures that had been draining support hours were addressed at the source. Staff stopped fighting the printers, and IT time went back to work that matters.

"If the same printer keeps eating your support hours, the fix isn't another visit. It's a different way of managing print."