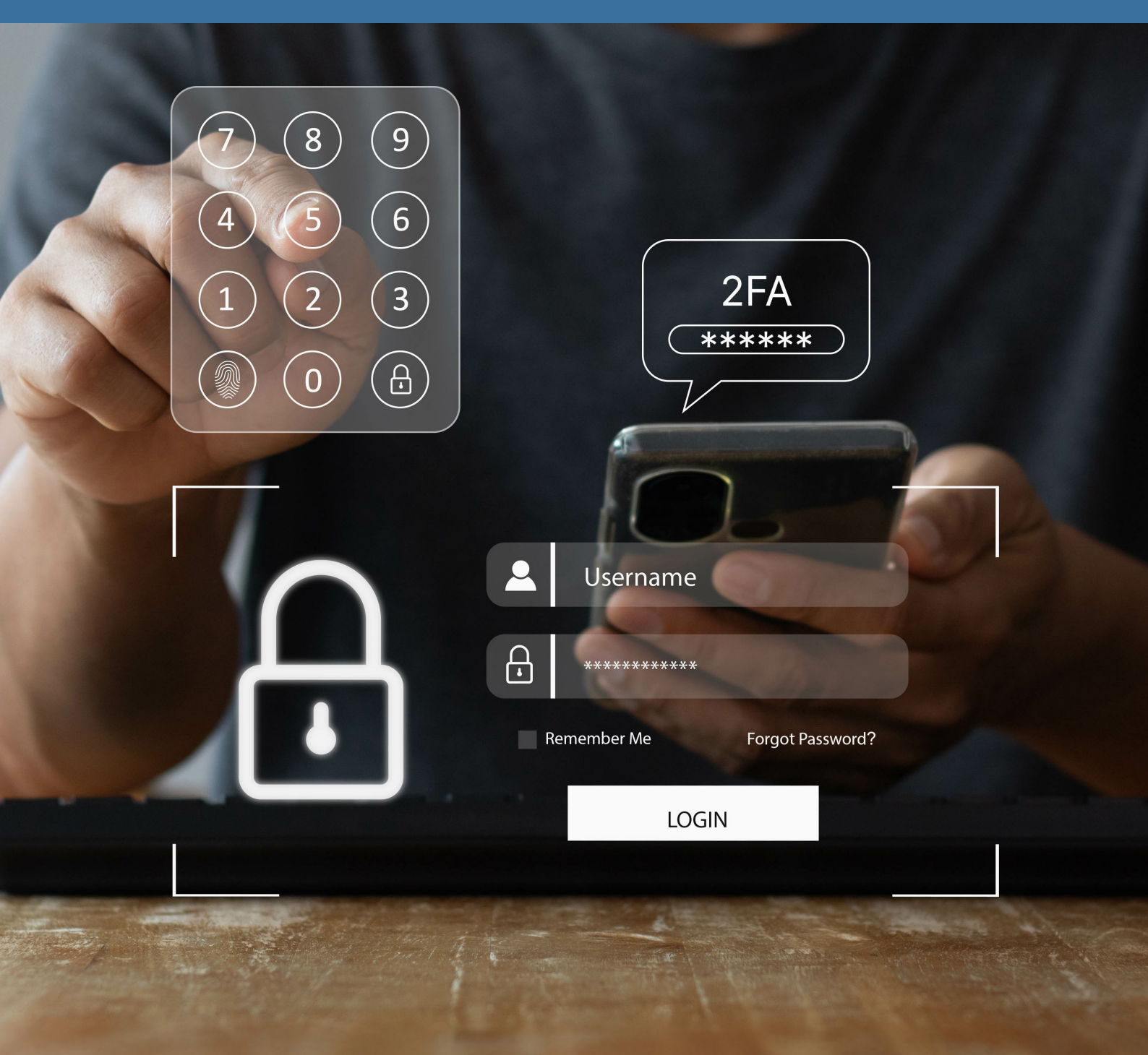




A Comprehensive Guide to Upgrading Hotel Security Access Technology



The inevitable progression of technology continues to redefine what it means to operate a successful, safe, efficient and competitive hospitality-based business. Within global hotel and resort markets, the need to adopt new technologies has only been strengthened by the ever-increasing guest demands for a higher quality, more convenient and personalized stay. The wide-spread popularity and desire for [mobile-enabled services](#) serves as just one example of how matching modern experience expectations is becoming dependent on the ability to deploy more advanced and flexible solutions.

Among the leading areas to experience recurring shifts in technological innovation continues to be hotel security operations. Yet attempting to address such needs often devolves into a struggle between maintaining standards and minimizing expenses or disruptions to operations. With the industry's ongoing transition to scalable and future-proof security solutions, today's hoteliers now finally have the ability to leverage the latest technological capabilities in guest safety and convenience, while keeping budget costs down.

An Overview of Current Issues Affecting Hotel Security

Where Door Lock Solutions Stand

Often considered the most visible aspect of a property's physical security access operations, hotel door locks have always been crucial for preventing intruders from gaining access to guestrooms and other areas. However, locks have routinely been the target of those seeking to leverage a system vulnerability in order to gain unauthorized room entry.

One considerable flaw of older door locks is the potential for [keycard data to be stolen and cloned](#). Would-be intruders can now obtain such information by simply standing several feet away from a targeted keycard credential, allowing them to pose as legitimate guests or even hotel staff, as they carry out their intentions. For magstripe-based door locks, reduced security protection also comes with a potential to decrease guest convenience and satisfaction as a result of keycard demagnetization.

Examining the State of Access Management Software

With modern hotel door locks typically featuring a management system that monitors and controls room access, such software is also inevitably a target of intruders and cyberattacks. For almost as long as access management solutions have existed, a recurring and costly challenge has been trying to keep up with evolving security threats and the tactics of perpetrators, who are adept at discovering new vulnerabilities. With legacy systems, this endless cycle usually requires a systematic overhaul, as such solutions are unable to be updated beyond their initial capabilities.

As hotel business environments become more interconnected to address guest demands for more convenient and personalized service, hoteliers are also increasingly seeking out technology integrations as an effective solution. Yet many are finding that legacy platforms, including software used for access management, are frequently unable to perform an integration or can only do so at great complexity and added cost.



Embracing the Potential of Next-gen Door Lock Technology

Although magstripe-based door lock solutions continue to be widely used, [large numbers of hotels and resorts](#) across the industry have already made the switch to more secure technologies such as RFID and NFC.

An Improved Standard in Lock Data Security

One significant advantage of RFID/NFC enabled door locks is the far superior level of data security protection that such solutions can provide. When utilizing the latest industry encryption protocol standards, such as MIRFARE Ultralight AES or DESFire EV2/EV3, electronic lock keycard data is at minimum risk of being stolen and falling into the wrong hands.



Advantages of Taking Hotel Door Locks Online

Another key benefit of more modern door lock technology is the ability for hoteliers to provide each device with a live connection to an access management system, in order to send and receive data in real-time. This one feature can mean that hotel staff receive real-time alerts for potential security issues, such as an intruder attempting to use a stolen keycard on multiple doors or a door that has been left ajar.

The ability to instantly cancel any keycard suspected of being used inappropriately can undoubtedly make all the difference in minimizing or even preventing a security threat. Additional benefits of online-based locks can also include:

- ✓ Remote checking of lock activity audit trails
- ✓ Real-time authorization/restriction of keys to additional rooms or areas
- ✓ Extending of guest stays without requiring a front desk visit
- ✓ Guestroom re-assignment without requiring a new key
- ✓ Options to integrate keycards with POS as a form of onsite payment



Keeping an Eye Towards the Future With Upgradeable Lock Technology

Newly discovered security vulnerabilities or a desire for new service features have often translated into a need to replace entire door lock units at substantial expense to a hotelier. Sidestepping this issue now are door lock solutions that are engineered to be scalable and capable of evolving as industry conditions or business needs change.

[More recently developed locks](#) feature a modular approach to components, which can be replaced and interchanged depending on property goals. This can include updating a lock's security protocols or facilitating third-party integrations with solutions such as a hotel's energy management system. Several also include the ability to be activated with digital key service functionality without first requiring hardware replacement or additional door drilling.

Specific Security Issues Require Specific Solutions

As is the case with any aspect of hotel operations, properties can frequently encounter a requirement of having to address specific or unique business security needs. These could include having to conform to a specific branding color or style that matches the surrounding environment. It may include implementing a lock featuring a mechanical override for emergency purposes.

To address these more personalized needs, hoteliers should seek out leading solution providers that offer custom-tailored door lock services. Examples include providing [lock configurator](#) self-service tools, where customers can select from a wide range of feature options to suit their specific requirements and goals.



Tapping into the Full Potential of Digital Keys

With as much as [67 percent of guests](#) indicating a preference and desire to use digital key services as an alternative to traditional check-in, more and more hotel industry businesses are adopting the feature to remain competitive and enhance their reputations.

Yet while enabling a new lock functionality previously required the costly replacement of pre-existing hardware, more robust and adaptive lock platforms can now be activated with digital key abilities while sidestepping the need to perform an extensive infrastructural overhaul. With just the activation of a software license, door locks designed with an eye towards the future can keep pace with changing guest behaviors and preferences, as they seek out more convenient and higher quality service.

Today's hotels now even have several upgrade options available when considering how they wish their guests to interact with the service:



Hotel Mobile App Integration

For properties seeking to provide a comprehensive guest-facing app offering instant practical value and that entices travelers to download the feature.



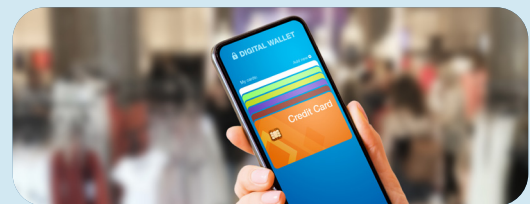
Standalone Digital Key Service

Hotels lacking their own dedicated guest mobile app can still adopt digital key functionality without first having to design and launch an app.



Third-party Certified Integrations

Reputable solution providers with strategic third-party relationships can assist hoteliers lacking a mobile app in designing a service that provides additional functionality in addition to mobile keys.



Room Keys in Digital Wallets

For even greater convenience, hoteliers can provide guests with the option of storing room keys within digital wallets located on their personal devices. This can prevent potential frustration with navigating an unfamiliar app, while providing a single location for guests to store important items that they will need to access for the duration of their trip.

Empowering Hotels with Cloud-Based Access Management

Door locks and digital key services may be the most visible aspect of a hotel's security access operations. However, it is often the underlying access management system that determines whether potential safety threats can be consistently kept at bay. Thanks to the ever-evolving nature of possible security risks that a property may face, access management systems were traditionally in need of replacement the moment a vulnerability was discovered. With the launch of [cloud-based access management software](#), industry businesses can finally put such cost-prohibitive and reputation-damaging issues to rest. When aiming to run a safe, efficient and financially stable business, the clear advantages of cloud-based access management undoubtedly represent a game-changing shift in operational capabilities:



Automatic Software Updates: Security patches and system updates are performed automatically and entirely offsite, translating into no installation costs and minimal operational downtime, while avoiding any important updates from being overlooked.



Industry-leading security encryption: Thanks to the ability to receive automatic updates, cloud-based solutions can continue to align with the highest standards in key credential and data encryption.



Maximized Staff Responsiveness and Efficiency: Existing in the cloud means that hotel employees can securely manage security access operations on the go without needing to locate a stationary terminal. With the ability to remotely extend guest stays, receive real-time security alerts, deactivate keycards and more, cloud-based access management is already proving essential to relieving the pressure on overloaded staff, while always maintaining a consistently high security standard.



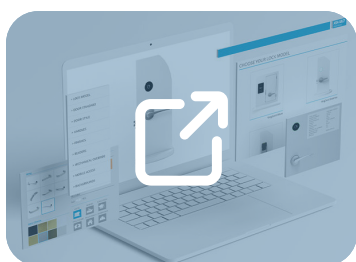
Enhanced Scalability and Future-proof Design: In contrast to legacy platforms, cloud-based access management solutions can facilitate integrations with third-party technologies and services without first requiring a complex patchwork of systems. Whether seeking to integrate with a property's energy management solution or PMS, cloud-based solutions are inherently much more flexible and can support an integration just the designing of an API.



Vingcard: Empowering Hoteliers With the Tools to Effortlessly Update and Personalize Property Security

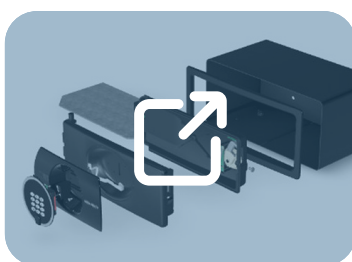
While security access technology continues to evolve, hospitality market professionals are by no means left to their own research and resources, in order to keep pace with the latest industry trends.

At Vingcard, a leading innovator of advanced security access technologies purpose-built for hotels and resorts, we take pride in equipping the industry with a wide range of tools that ensure their desire to upgrade always delivers the precise results expected:



Vingcard Lock Configurator

Design a lock and select a handle that seamlessly matches your property's unique style and décor. Able to custom-tailor locks to also include additional features such as Mobile Access, hoteliers can visualize what their custom-tailored solution will look like, how it will impact existing infrastructure and what the estimated cost will be.



BIM Object Models

From Vingcard locks to Elsafe safes, customers are able to access fully digitalized BIM object versions for many of our available solutions. A detailed 3D model featuring valuable information including size, height, material composition and more, BIM objects ensure that new solution or upgrade deployments always align with specific project goals and are able to be seamlessly integrated into existing business operations.



Mobile Access Calculator

While their guests may demand digital key services to enhance convenience, our innovative Mobile Access calculator allows hoteliers to identify the substantial savings they can expect by making the switch. Properties can enter the exact number of guestrooms and percentage of guests they expect to use Mobile Access in order to provide a reliable estimate.

Ready to set a new standard in hotel security and efficiency without derailing budgets? For further information, contact the industry's leading access and security technology experts at Vingcard by visiting:

vingcard.com

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