

# Internet Of Things



## Opening the Door to Leaner, Safer & More Efficient Hotel Operations

How advances in IoT and cloud technology are providing resource-strapped hoteliers with the tools to survive and thrive in a post-COVID World.

# A New World for Hotels in Need of New Ideas



It's no secret that hotels around the world are faced with the dilemma of keeping their businesses open to attract what guests they can while finding any way possible to keep costs down. Inevitably, this has led to a never before seen loss of jobs throughout the industry as hoteliers struggle to keep themselves afloat.

An unfortunately unsurprising fact according to UN job reports is that 200 million jobs have been lost globally, but while some positions may reappear once a semblance of normality returns, many will not.<sup>1</sup> Hotel professionals are ultimately left having to figure out how they can somehow prosper in this new environment where less staff are available to serve an ever-growing and more complex list of hotel and guest needs.

Yet despite what seems to be an insurmountable challenge, newer technologies are becoming available that are providing limited labor resources with the means to work smarter, not harder. Using advances in the fields of IoT and cloud-based technology, hotel employees are finally able to receive the urgent support they need.

Offering the ability to not just handle multiple responsibilities at once, the implementation of IoT and cloud solutions are what hotel staffs are turning to perform each task flawlessly, efficiently and with far greater benefit towards enhancing the guest experience. Featured in this guide are advanced solutions that are already being deploying in properties across the globe; each proven to lead to more satisfied guests along with safer operations and, ultimately, a leaner yet always successful hotel business.

<sup>1</sup> [https://www.hotel-online.com/press\\_releases/release/how-hotels-can-succeed-in-a-post-covid-world/](https://www.hotel-online.com/press_releases/release/how-hotels-can-succeed-in-a-post-covid-world/)

# Reach for the Clouds for Security Access Efficiency

Hotel security is without a doubt one of the most important responsibilities for your employees. However, the wide-ranging daily tasks that are required to ensure the safety of a hotel and its guests can quickly add up and prevent staff from allowing them to focus on other vital services. Cloud access-based access management offers precisely what your employees need to keep security and other operations flowing smoothly, while always providing unmatched safety and significant hotel savings.

## Making Your Staff Mobile With Cloud Access Management

New cloud solutions such as Vostio Access Management are entirely web browser-based, meaning your hotel employees can manage security operations on-the-go. Armed with just a personal device and access to the internet, staff using Vostio Access Management are no longer tied to a stationary terminal and can effortlessly toggle between security and other tasks as needed, anytime and anywhere. Remotely managed security abilities include:

- Receiving alerts on real-time security threats
- Instant deactivation of lost or stolen keycards
- Access to door lock audit trails
- Ability to monitor door lock battery levels
- Options to extend guest stays or re-assign rooms

The flexibility-enhancing advantages of cloud-based systems are certainly not going unnoticed, with 70 percent of companies having adopted cloud software due to such benefits.<sup>2</sup>



## Save Money, Lower Maintenance & Boost Security

While allowing hotels to run security operations with less staff is in itself a reduced cost, the expense-saving benefits of cloud access management are wide-ranging and many. To start, cloud-based means no expensive and bulky onsite servers. All you need pay for is access to the service, which as Hotel Business Magazine points out, can represent thousands of dollars saved.<sup>3</sup> With no onsite servers comes no need for onsite maintenance and support. All software updates and patches are handled entirely by the provider, providing your staff with one less thing to worry about while ensuring that your hotel is always protected against the latest security risks.

<sup>2</sup> [https://www.oracle.com/a/ocom/docs/dc/em/power\\_of\\_cloud\\_fb2018.pdf?elqTrackId=e39f1d24b8874209bfc956b72bc2ed69&elqaid=76034&elqat=2](https://www.oracle.com/a/ocom/docs/dc/em/power_of_cloud_fb2018.pdf?elqTrackId=e39f1d24b8874209bfc956b72bc2ed69&elqaid=76034&elqat=2)

<sup>3</sup> <https://www.hotelbusiness.com/forecast-virtually-cloudy-with-90-chance-of-saving-hotels-money/2>

# Arm Your Staff and Hotel Budget With the Power of Location



Since its launch, Vostio Location Solutions has set the industry standard in keeping hotel staff safe from harm with the use of personally equipped alert devices that instantly transmit precise room and floor details in the event of an emergency. However, did you know that the same Bluetooth Low Energy (BLE)-based beacon network that keeps your employees safe can in the future also be used to streamline a wide range of operations while keeping costs at an all-time low?

## Keeping Real-time Tabs on Your Hotel's Assets

From scurrying to fulfill a guest request to attempting to find misplaced inventory, keeping precise track of all of a hotel's assets can be a daunting task for any property regardless of workforce size. The replacing of lost items can in fact represent between 3 and 6 percent of a hotel's expenses.<sup>4</sup> Proximity-based technologies will be able to offer a far better alternative by providing the exact real-time location of virtually any asset the very moment it is needed. By simply attaching a tag to assets including service trays, TV or computer equipment, luggage carts, fine art, F&B bulk inventory or even spare parts, your hotel employees can radically reduce the time it takes to locate specific items- guaranteeing swift guest service while eliminating any unnecessary headaches for your staff.

<sup>4</sup> <https://www.hospitalityupgrade.com/magazine/MagazineArticles/Pain-in-the-Asset-Maintaining-Assets-with-Software-not-Spreadsheets.aspx>



For housekeeping employees in particular, asset-tracking means less time having to locate items such as cleaning products or replacement towels and more time ensuring that each room is free of germ exposure risks. From trolleys and golf carts to banquet furniture and service tools, your front line employees will never waste another second needlessly searching for misplaced items.

Thanks to such immense potential in saving employee time and preventing the loss of assets, it's no wonder that the hospitality industry is ranked as one of the top three industries to invest in asset-tracking technology.<sup>5</sup>

## Bring an End to Costly Motorized Equipment Repairs

Another time-consuming but crucial responsibility for your employees is the routine maintenance and management of onsite equipment such as elevators, escalators HVAC and refrigerators to make sure that everything continues to function in working order. Guest service and food safety are all in play, yet with the daily bustle of hotel operations and overwhelmed staff, maintenance needs can easily be overlooked, leading to costly repairs and service downtime. With a future-proof location-based IoT solution, your hotel will be able to completely sidestep such concerns with the use of condition-monitoring.

Another time-consuming but crucial Using AI technology that is able to constantly keep a watchful eye on the performance of motorized equipment, a location-based solution with condition-monitoring functionality can instantly alert your staff to any maintenance issues requiring their attention. With such condition-monitoring capabilities your staff are saved from the hassle of making unneeded equipment inspections while preventing a small repair from turning into a budget-consuming nightmare.



<sup>5</sup> <https://martechtoday.com/report-asset-tracking-now-primary-use-case-indoor-location-beacons-202398>

## Point Your Staff & Guests in the Right Direction

Adopting a future-proof location solution additionally will provide hotels with the option to implement wayfinding functionality. As any hotel employee knows, guests arriving at a new location will inevitably ask for directions to orient themselves around the property. However, stopping to request guidance towards a specific location can represent yet another drain on time for both staff and guests alike. With wayfinding, your guests can instantly use their own personal device as a self-guiding tool with step-by-step directions that always ensure hassle-free navigation. Concierge employees at larger hotels can even use wayfinding to perform more efficient and swifter head counts whenever needed.



# In the Age of IoT, it Pays to Have Energy-Saving Integrations

Door locks and access management systems are clearly designed to keep hotels and their guests safe, but they can also be used to keep your hotel's energy bill down. With hotels spending an average of \$2,000 per guestroom each year on energy costs, it's not uncommon for employees to be tasked with going door-to-door to turn off lights, air conditioning and appliances in vacant rooms. This represents an inefficient use of employee time as well as undoubtedly results in situations where rooms are missed and saving opportunities lost.

## Give Your Energy Management Strategy the Automation it Needs

Thanks to collaborations between ASSA ABLOY Global Solutions and leading third-party providers, the company's VingCard locks and access management systems are fully compatible with the vast majority of energy management and smart amenity systems in use by hoteliers today. Hotels equipped with such integrations can instantly determine when a guestroom becomes vacant and without requiring any interaction on the part of staff, can automatically switch off or lower amenity settings to energy-saving levels. From thermostats and lighting to televisions and radios, a fully integrated IoT-based energy management strategy is capable of saving hotels up to 25 percent in utility costs while preventing any lapse in guest comfort.<sup>6</sup>

### Did You Know?

Integrating your IoT-compatible solutions and services doesn't just bring down energy costs. When also integrated with guest profiles located in a property's PMS, it can also determine what in-room amenity settings are ideal for each guest and make any necessary adjustments before a guest even enters the room. As experience personalization continues to become a leading competitive factor within the hotel industry, be sure your property has the solution integrations it needs to ensure that each guest always opens the door to the perfect guestroom environment.



<sup>6</sup> <https://www.phocuswire.com/PwC-opinion-iot-for-hospitality/#~:text=Hotels%20can%20save%20up%20to%24%2C000%20per%20room%20each%20year.>

# Keep Your Front Desk Safe and Running Efficiently With Mobile Access

Digital key technologies have exploded in demand since hotels around the world have adopted them as a central part of their enhanced cleanliness initiatives. Instantly convenient and always secure, Mobile Access by ASSA ABLOY Global Solutions is used by countless guests to sidestep checking-in at the front desk where germ risks may be present. Yet, another key benefit of Mobile Access is its ability to save your front desk staff from the never-ending process of creating and issuing keys.



## Digital Key Convenience isn't Just for Guests Needs

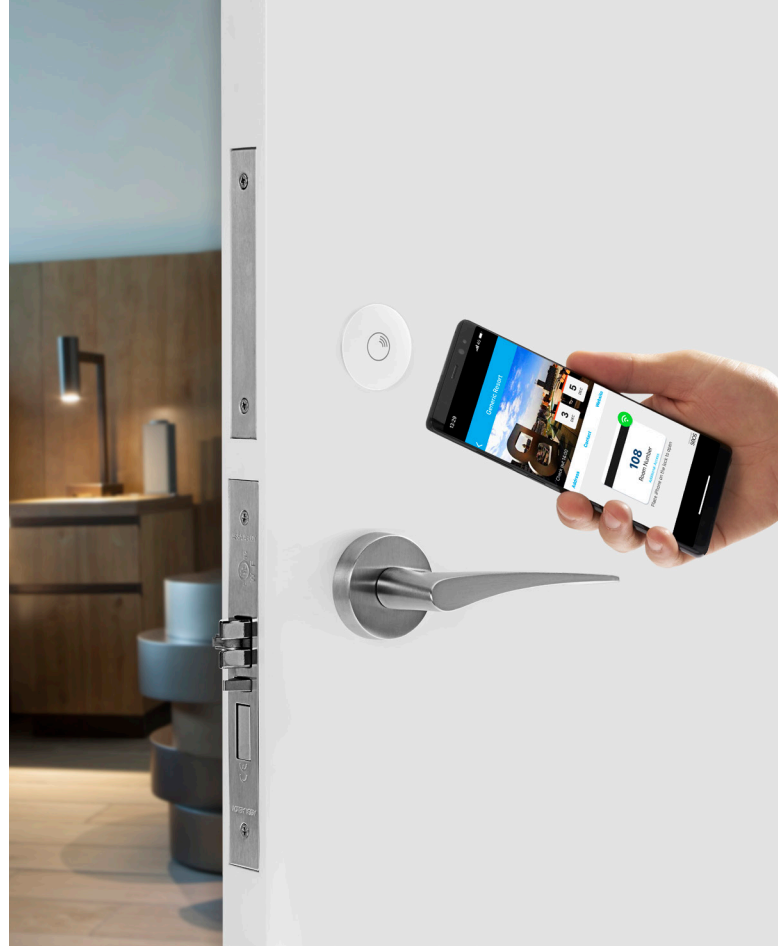
From answering guest questions and dispatching requests to redirecting phone calls and sifting through mounds of paperwork, your front desk employees certainly have more than enough responsibilities to keep their hands full. By providing guests with the option of self-checking-in and receiving a digital key automatically on their personal device, your hotel business can finally eliminate one routine, yet time-consuming process that offers little benefit towards enhancing the guest experience. In fact, nearly two thirds of travelers actually prefer to avoid the front desk check-in process themselves through the availability of digital key technology.<sup>7</sup> By adopting Mobile Access, give both your guests and staff the instant convenience that they seek while allowing them to redirect conversations to issues that can actually lead enhanced satisfaction.

<sup>7</sup> <https://www.openkey.co/2018/09/13/3-ways-to-cut-hotel-operations-cost-with-technology/#:~:text=When%20guests%20can%20enter%20their,it's%20a%20cost%20savings%20trifecta.&text=Mobile%20key%20technology%20saves%20hotels,month%20in%20discarded%20RFID%20keys>



## Mobile Access: Ready to Deploy at the Push of a Button

Thanks to the future-proof strategy of ASSA ABLOY Global Solutions, existing VingCard door locks are instantly compatible with Mobile Access. Without any need to replace current door lock hardware, your hotel's VingCard door locks can be activated with Mobile Access from the very moment that your employees or guests request the feature



## Vingcard: Your Partner in Creating a More Efficient and Successful Hotel Business

Since our company's founding more than 40 years ago, Vingcard has striven to provide hoteliers with the advanced tools they need to overcome the industry's latest challenges. Our leading expertise in security technology innovation now offers hotel businesses a vital lifeline in streamlining their operations to minimize the risk of employee burnout and a reduction in guest satisfaction.

For more details on how our cutting-edge solutions can work to make your hotel safer, leaner and always profitable, please visit [vingcard.com](http://vingcard.com)

Get in touch with us

vingcard  
ASSA ABLOY