

CASE STUDY

GRAND HYATT HOTEL LINKING MANAGEMENT SYSTEMS TO DIGITAL RADIOS



Teldio 
Communicating Beyond Frequencies™

www.teldio.com

HYATT

CASE STUDY GRAND HYATT HOTEL

LINKING MANAGEMENT SYSTEMS TO DIGITAL RADIOS

OVERVIEW OF THE SITUATION

Linking Resource and Building Management systems to mobile phones, digital mobile radios and pagers.

The Grand Hyatt Hotel in Melbourne is 33 stories high, has 547 rooms, luxury five star suites, conference facilities and a health centre. The hotel is supported by over 120 staff, 24 hours a day, seven days a week.

As part of a \$45 million redevelopment projects the hotel's management team wanted to maximize the value of the communication infrastructure by automatically linking resource management and safety services to employee radios, pagers and mobile phones. The requirement to link the different technologies was met using the ZONITH Alarm Control System.

ZONITH software automatically dispatches tasks originating from the hotel's Resource Management System (RMS). Tasks are automatically assigned to hotel staff based on work schedules and employee competencies.

Staff can receive tasks via text message as soon as the job is created either on radio handsets, pagers or mobile phones.

Hotel managers also needed to, on occasion, manually assign tasks specific employees. ZONITH provides an application, accessible from any PC in the hotel, which enables people to create short text messages and send them to predefined competency groups, e.g. housekeeping, maintenance or security teams.



"This system gives me full assurance that when a task needs to be completed, someone has taken responsibility and completed the job. My team is more effective, can perform more tasks and I have peace of mind that the job is getting done ."

- Susan Harper, Staff Supervisor

SOLUTION FEATURES

Integrates resource management, safety and security alarms across multiple media.

- ✓ Automatically distributes tasks based on team competency, work schedules and job roles.
- ✓ Automatically escalates tasks if primary person is not available.
- ✓ Enables management and key staff to manually assign tasks from their desktop computer.
- ✓ Instantly notifies employees of emergency and security alarms.
- ✓ Provides managers with key performance data on service levels within the hotel.

CASE STUDY GRAND HYATT HOTEL

LINKING MANAGEMENT SYSTEMS TO DIGITAL RADIOS

IN SHORT

Need

To maximize investment in communications and improve efficiency and employee safety using new and existing handheld devices.

Solution

The combined solution introduced digital radios and the ZONITH Alarm Control System to the existing paging and mobile phones in use. ZONITH Alarm Control System automatically or manually dispatches Resource Management and Emergency alarms directly to handheld device of employees based on availability and job role.

Benefits

- ☑ Simultaneously supports multiple media types.
- ☑ Ensure tasks are immediately assigned and automatically escalated until resolved.
- ☑ Enables all employees to receive fire and emergency alarms on their handheld device.

THE SOLUTION

The Grand Hyatt Hotel replaced its existing DECT telephone system with a digital two-way radio system to provide coverage for all 33 floors. The system was installed to work alongside the existing paging system and mobile phones used by staff. The ZONITH Alarm Control System was installed on a single server and receives tasks and alarms via an SMTP listener from the hotel's Building Management System (BMS), its Resource Management System (RMS), and ZONITH's task allocation desktop application.

The ZONITH software is configured to interpret alarms from both management systems using one interface. Alarms and tasks are instantly dispatched to groups of users depending on their role or the priority of the alarm. For example, fire alarms are immediately dispatched to all users. If an employee is not available to take responsibility for a task, it is automatically escalated to the next competent staff within the team until it is resolved.

The ZONITH Alarm Control System dispatches and receives response text messages from mobile phones, radios and text pagers.



The screenshot shows the Zonith ACS Interface. The window title is "Grand Hyatt Demo". It contains the following fields and controls:

- Location: Reception area (dropdown)
- Competency: Housekeeping (dropdown)
- Alarm Code: low (text input)
- Alarm Text: Cleaning of room 234 must be done now. Guest on the way! (text area)
- Predefined Text: (dropdown)
- Buttons: Reload Configuration, Raise Alarm

Zonith ACS Interface

Alarms raised from the Grand Hyatt Hotel Resource and Building Management systems are automatically dispatched to either radios, mobile phones or text pagers. ZONITH's desktop application enables PC users to manually assign tasks and send instant messages to personnel from different staff groups.



North America

390 March Road, Suite 110
Kanata, Ontario
K2K 0G7, Canada

Tel 613.271.5980
Fax 613.271.9810

EMEA

Sheraton House,
Cambridge
CB3 0AX, United Kingdom

Tel +44 (0) 1223 370087
emeasales@teldio.com

Teldio

Communicating Beyond Frequencies™

WWW.TELDIO.COM

|

SALES@TELDIO.COM