Hotels + DAKS

Typical Fields of Application in the Hotel Sector:

- Forward service orders from hotel logistics systems to mobile (anywhere) service staff (using the so-called "Transparent Mode")

- Immediately alert mobile service technicians of malfunctions, e.g. of the heating or the air conditioning system

- Carry out a directed evacuation of buildings, e.g. in a fire or bomb scare

- Control the lighting and the position of blinds in specific areas of the building according to the current position of the sun

- Convene morning telephone conferences for briefings and other information processes

- Warrant the simultaneous ringing of all telephones within a suite to make sure that a call can be taken from every room (parallel ringing of multiple terminal devices)

Manage Alarm and Service Processes — Optimize Guest Security and Comfort

Point of Departure

The goals are an optimization and automation of the communication processes in the hotel. Mission scenarios here range from emergency calls from a sauna, to service requests to replenish the towels in a spa area, to a housekeeper call to clean up accidentally spilled drinks in the lobby. In addition, the realization of alarm scenarios and emergency announcements within the framework of an evacuation of the entire building shall be accomplished by integrating the already existing intercom systems, and by ensuring a floor- and room-individual communication (e.g. to suites or villas), using the already existing room phones with intercom capability.

Solution Based on DAKS Alarm Server Technology

The technical implementation is accomplished on the basis of several combined functions of the DAKS alarm server. Here, alarm processes are realized by link-ups to hotel logistics systems, fire alarm and detection systems, service- and alarm buttons, PBXs, and mobile devices. The right service staff that is needed to a situation is steered through various communication media devices, by forming groups and assigning functional units in emergency and alarm broadcasts. Also, text-to-voice processes can be applied to have media-converted announcements generated automatically.

Customer Benefits

Ensure customer satisfaction by perfecting the organization in a sophisticated hotel business environment. The optimization and automation of communications processes in an emergency situation additionally enables a cost-efficient organization of the service staff in the daily routine hotel operation — whether the alarm is set off by hotel guests or by hotel employees.

> *"An up-to-date, powerful alarm and evacuation system was clearly the objective as we planned the end-to-end solution which we were envisaging to enhance the comfort of and provide increased safety for our valued guests."*
>
> *Claudia and Hans-Jörg Walther, Directors of the Riffelalp Resort*

Solution Schematic

Alarm Incidents **Integration/ Control** **Media Use** **Carry out Assignments**

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