

Highly secure



OScAR-Pro ensures safety at the 5-star RIFFELALP RESORT 2222m

When guests relax at the Riffelalp Resort, they should not be aware of the complex processes behind the scenes at one of the most exclusive hotels in Zermatt, which opened in 1884 under the name Grand Hotel Riffelalp.

A modern and powerful alarm and evacuation system



Alerting at the RIFFELALP RESORT

At 2,222 meters, directly opposite the majestic Matterhorn in Switzerland, lies the 5-star Riffelalp Resort 2,222m – a member of Leading Hotels of the World and Swiss Deluxe Hotels.

Europe's highest tram, relaxing mountain air, a multi-award-winning spa, and culinary highlights make a stay here an unforgettable experience for guests.



Riffelalp Railway with the Matterhorn in the background

The Challenge

Due to its unique location at an altitude of 2,222 meters, supplying and accessing the 5-star superior hotel presents a certain challenge.

From the guests' perspective, this challenge turns into an enjoyable ride on the Gornergrat Railway and the Riffelalp Tram from the mountain station to the hotel, where they can enjoy the mountain world of Zermatt with direct views of the Matterhorn from an exclusive location with attentive service.



„A modern and efficient alarm and evacuation system was the target when planning the complete solution that we had envisaged to increase comfort and safety for our valued guests. Of course, in keeping with the style of our hotel, such a system must work discreetly in the background, unnoticed by guests.“

– Claudia and Hans-Jörg Walther, the hotel managers



Helicopter with DAKS solution approaching...



... DAKS solution arrives at an altitude of 2222m

The Solution

OScAR informs and alerts

This behind-the-scenes helper is the OpenScape Alarm Response Professional server (OScAR-Pro).

It now secures the hotel with a segmented fire alarm, a segmented evacuation scenario, and an elevator alarm.

Segmentation makes it possible to respond flexibly to different hazardous situations and locations. And this with significantly reduced operating costs, as all communication and alerting now takes place via a single system, which, thanks to its high level of integrability, could be seamlessly integrated into the existing IT and telecommunications infrastructure.

Strong partners for absolutely reliable solutions

The brand new and innovative complete solution was delivered and installed by telecommunications specialist Teufel NET, which has been operating in Switzerland, including Zurich and Bern, as a long-standing partner of Siemens Enterprise Communications GmbH & Co. KG and tetronik GmbH.

COMPONENTS OF THE SOLUTION AT THE RIFFELALP RESORT

- OScAR-Pro* aka DAKSpro

*OpenScape Alarm Response (abbreviated OScAR) is the name of DAKS® in the Mitel Unify environment.

The Benefit

Security from the “manufactory”

This high degree of flexibility is primarily due to the expertise of the developers at tetronik GmbH in Taunusstein, the “high-tech manufactory” of the alarm server, which has made a name for itself in the market with its high standards and offers a whole range of additional functions in addition to alarm notification.

In many hotels, OScAR and DAKS facilitate and accelerate communication, support the protection of employees, allow them to act more mobile and flexible, and optimize telephone accessibility.

Where it is simply a matter of passing on information, such as monitoring and reporting changes in status of any kind, it also performs these necessary routine tasks with unfettered reliability.

The wide range of tasks that can be performed by the newly installed server eliminates the need for additional systems in many cases – a circumstance that also contributes to a further reduction in acquisition and operating costs in the case of the Riffelalp Resort.