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".

tetronik

RIFFELALP RESORT 2222m
ZERMATT·SWITZERLAND

A modern and powerful alarm and evacuation system

Alarm system at the Riffelalp Resort

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.

Matterhorn with Riffelalp Tram

Alarm server solution from Siemens

"A modern and powerful alarm and evacuation system was the goal when planning the complete solution that we had in mind 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," say Claudia and Hans-Jörg Walther, the hotel's directors.

OScAR-Pro takes to the skies...

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 can be seamlessly integrated into the existing IT and telecommunications infrastructure thanks to its high level of integrability.

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 manufacturer of the alarm server, which has made a name for itself in the market thanks to its high standards and offers a whole range of additional functions in addition to the alarm system.

When it comes to the pure transfer of information, such as monitoring and reporting changes in status of any kind, it also performs these necessary routine tasks with absolute reliability.

... Arrival at an altitude of 2,222 meters

The wide range of tasks that can be performed by the newly installed server means that in many cases, the installation of additional systems is unnecessary—a circumstance that also contributes to a further reduction in acquisition and operating costs in the case of the Riffelalp Resort.

Strong partners for totally reliable solutions

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

In many hotels, OScAR facilitates and speeds up communication, supports the protection of employees, allows them to act more mobile and flexible, and optimizes telephone availability.

Have we sparked your interest? Get in touch with us:

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