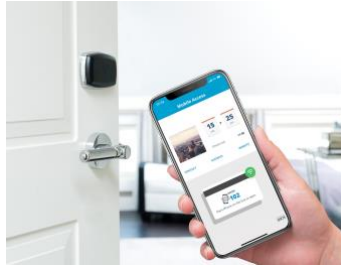


CASE STUDY



South American hotel implements VingCard Signature RFID door locks, elevator controllers, panic bars, Elsafe Sentinel Advance safes and Polarbar minibars to maximize guest safety, convenience and comfort.

Customer:

Recognized as one of South America's most luxurious hotels, Mandarin Oriental, Santiago in Chile is renowned for its extravagant style, service and facilities. Featuring 310 spacious guestrooms and suites, the hotel prides itself on being able to meet every guest need and ensuring their wellbeing at all times.

Challenge:

Seeking to maintain the highest level of guest safety and convenience throughout all onsite locations, property leadership sought out a leading provider that could implement a comprehensive range of solutions able to maximize security not just for guestrooms, but also for common areas such as and the hotel lobby, building entrances and elevators. A top priority was also placed on being able to adapt existing hardware to be instantly compatible with future needs such as digital key functionality.

Solution:

With the implementing of VingCard Signature RFID, Mandarin Oriental, Santiago is able to leverage advanced security encryption protocols throughout the premises that protect against the threat of unauthorized keycard cloning. The presence of Signature RFID on both guestroom and common area doors also works to maximize guest and staff convenience by providing the ability to use only one RFID keycard to gain authorized access to multiple onsite locations. This convenience-enhancing ability is further extended to the hotel's elevators with the adoption of VingCard elevator controllers. To ensure maximum guest and staff safety at all times, Mandarin Oriental, Santiago additionally opted to implement ASSA ABLOY Global Solutions' panic bar devices to provide those onsite with an instant and secure means of exiting the building during an emergency.

With the implementing of VingCard Signature RFID, Mandarin Oriental, Santiago is able to instantly upgrade to provide Mobile Access functionality without the need to replace any existing hardware. With Mobile Access, guests can instantly use personal devices to check-in digitally and can sidestep the need to visit the front desk where they may potentially be exposed to germs from other individuals. The solution significantly also provides guests with the ability to instantly use their devices as a convenient and secure digital guestroom key while also reducing contact with shared surfaces.

By also implementing Elsafe Sentinel Advance safes, Mandarin Oriental, Santiago can extend feelings of safety to valuable guest belongings using the latest in encryption technology and safe physical strength design. With the installing of Polarbar minibars, each of the property's guestrooms can further be furnished with food items and beverages to suit any guest in-room need.

- Implement VingCard Signature RFID with its industry-leading security protocols to overcome the risk of unauthorized access.
- Leverage Signature RFID's Mobile Access compatibility to later implement contactless digital key & check-in abilities
- Equip guestrooms with Elsafe safes. & Polar Bar minibars to protect guest belongings while providing instant access to F&B items

"Large hotel properties have a wide array of security needs to ensure that the wellbeing of guests is always maintained at the highest standard, but hoteliers also have to make sure that guests are able to interact with an environment that is convenient in order guarantee that their stay is relaxing and enjoyable. ASSA ABLOY Global Solutions with its comprehensive line of solutions not only allow us to fully deliver on these complex expectations, but also provide us with the ability to continue meeting changing market needs and guest expectations as they evolve."

- Claudio Leyton, Director of Engineering at Mandarin Oriental, Santiago

Mandarin Oriental, Santiago

CASE STUDY

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