

CASE STUDY



Oregon property adopts Vostio Access Management to enhance security and deploys Mobile Access to provide guests with secure, seamless room entry options.

Customer:

Located almost halfway between Seattle, Washington and Portland, Oregon, Arena Del Mar offers 24 rustic and well-equipped rooms. Situated on the "Cranberry Coast" in the Pacific Northwest, the idyllic property serves as a retreat for surfers, fishers and other adventure seekers alike.

Challenge:

With a goal to provide guests with instant check-in convenience while reducing germ risks from close physical contact and shared surfaces, property leadership identified a need for a contactless, easy-to-use solution that caters to today's mobile-oriented guests. The property desired a hassle-free solution that could also equip the property with a secure communication channel for the safe delivery of digital key information to guest devices.

Solution:

By adopting Mobile Access by ASSA ABLOY Global Solutions, made available through the industry-leading integration of Zaplox's guest-facing app technology with Vostio Access Management, the property can now provide each guest with the effortless ability to check-in digitally from their mobile devices. Hotel guests can use their devices as a secure digital key throughout their stay, further eliminating the need for guests to interact in spaces where they may be exposed to germs.

The integration of Mobile Access with Vostio Access Management also serves to combine the benefits of digital key technology with the latest advances in cloud-based security access innovation. In contrast to traditional access management platforms, Vostio Access Management's cloud-based design removes the need for costly onsite servers while providing hotel staff with the ability to oversee security access operations from virtually anywhere with an internet connection. Significantly, the elimination of physical servers also translates into no onsite maintenance and instant software updates that ensure Vostio Access Management is always protected against newly discovered vulnerabilities.

Mobile Access is made available to guests by Zaplox as a Certified Partner, offering additional app functionality and flexibility. In addition to providing guests with digital key abilities, Zaplox further provides the ability for guests to locate hotel information or details on available promotions by simply opening the app on their device.

- Implement always up-to-date security features and 24/7 system monitoring with Vostio Access Management.
- Provide guests with Mobile Access for contactless check-in and instant room entry abilities.
- Allow staff to instantly share promotions, offers, and location-based services with guests through mobile app.

"The introduction of our very own mobile key app is a great milestone that opens up new possibilities for both our guests and Arena Del Mar to handle keys in an easier, safer and smarter way than we have before. With the app, we now also have an additional communication channel to utilize for promoting the hotel and its latest offers to our guests – before, during and after their stay."

- Heather Hamilton, Owner, Arena Del Mar Hotel

Arena Del Mar Hotel

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