

### SOLUTION BRIEF



## ASSA ABLOY

### OPPORTUNITY

Guest satisfaction is the top priority in the hospitality industry. High guest satisfaction creates customer loyalty and increases the probability that guests will rebook for future stays. Hotel brands have leveraged a variety of tactics to help improve guest satisfaction in the past few years, including offering more reliable guest Wi-Fi, enhanced room amenities, loyalty programs and more. While these tactics have served major hospitality brands well, the Internet of Things (IoT) is opening up an entirely new set of opportunities to differentiate the guest experience and provide a truly unique hotel experience.

### CHALLENGES

Online door locks have been an early focus area for IoT-enabled services due to the importance of guest security. They provide a variety of benefits to hotel guests and staff. Also, there are significant security enhancements that online door locks offer over conventional locks. These benefits make it an excellent option for hotel operators. However, there can be some challenges in implementing this and other IoT services. Currently, IoT technology is somewhat fragmented with many different IoT wireless protocols that can force hotel operators to implement, support and maintain multiple networks. They not only need a Wi-Fi network, but additional networks to support Zigbee and BLE applications may also be required. Thus, additional network equipment such as IoT hubs for Zigbee/BLE, cable pulls, extra switch ports and switches are necessary. This additional equipment overly complicates the hotel network, significantly increases network costs and makes supporting guests a challenge. These challenges are creating barriers to adopting IoT applications for most hotel operators.

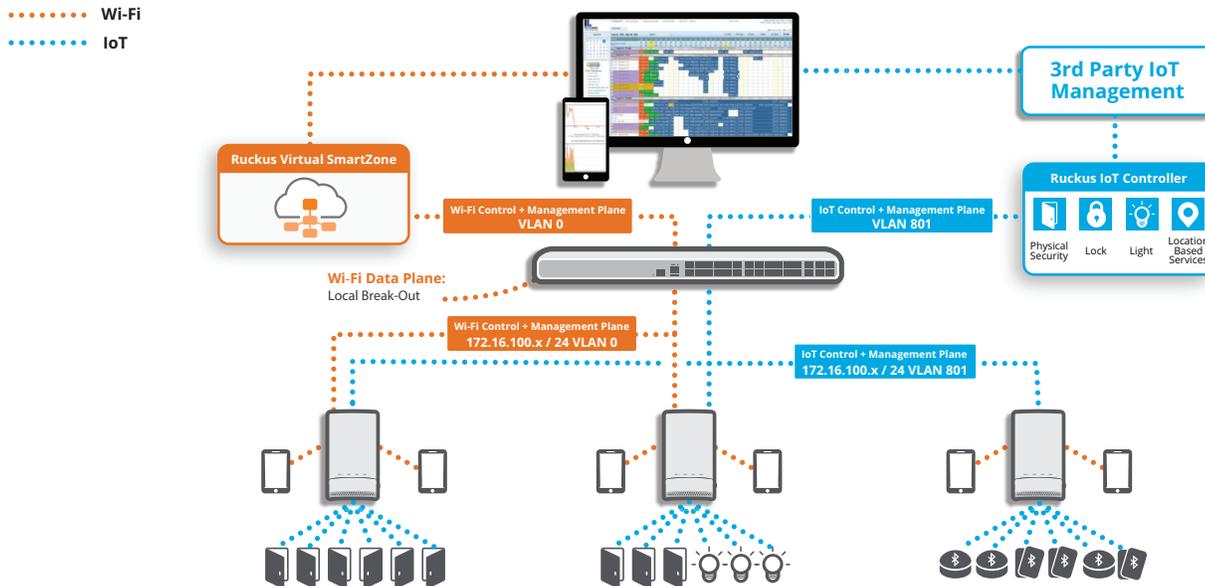
### SOLUTION

Recognizing these challenges, two hospitality technology leaders, Ruckus Networks and ASSA ABLOY Hospitality, have partnered to create the first fully integrated IoT-enabled online door lock solution. The solution is designed to provide a simplified solution that is easy to deploy and manage while providing hotel operators with new ways of offering differentiated guest services.

The joint Ruckus and ASSA ABLOY Hospitality solution includes the Ruckus IoT Suite and the ASSA ABLOY Hospitality Visionline wireless locking solution and door locks with Zigbee capability. The Ruckus IoT Suite enables use of one wireless network for both Wi-Fi and IoT. Also, ICX switches provide the connectivity and power to the Ruckus IoT-enabled access points (APs). The Ruckus IoT Suite enables hotel operators to deliver a high guest experience with only one wireless network, rather than having to build separate networks for the guest Wi-Fi and IoT services. One network helps to overcome the current challenges of implementing IoT applications by dramatically simplifying the overall network architecture, while significantly reducing costs and making customer support easier.

ASSA ABLOY Hospitality's Visionline is a wireless locking solution in which stand-alone electronic hotel locks operate in online mode through Radio Frequency (RF-online) based on the Zigbee high-security open platform. In this solution, the Zigbee network connects through the Ruckus APIs and Ruckus IoT Suite, eliminating the need for a separate Zigbee hub and network apart from the Wi-Fi network. The Visionline wireless locking solution contains numerous features that will lead to significant benefits for the hotel operator, including greater security and control, higher efficiency for hotel and front desk operations, and greater flexibility for engineering and maintenance.

The integrated Ruckus and ASSA ABLOY Hospitality solution provides hotel operators with an efficient way to implement the next generation of online door locks. The ASSA ABLOY Hospitality door lock connects to the Ruckus IoT-enabled access point over a secure and encrypted proprietary protocol, and securely communicates to the ASSA ABLOY Visionline server using the Ruckus open APIs. This integration provides seamless remote provisioning and management of door locks. The ASSA ABLOY Hospitality door locks easily coexist with heterogeneous devices to make it easier for solution providers and hotel operators to build on top of the solution and provide a connected guestroom experience.



The Secure Online Door Lock Solution by Ruckus Networks and ASSA ABLOY Hospitality.

## BENEFITS

The benefits of the joint Ruckus and ASSA ABLOY Hospitality solution are extensive. A few of the benefits include the following:

<b>Guest Late Checkout</b>	The secure online door lock solution enhances the guest experience and also provides benefits to hotel operations. There are a variety of scenarios where guest convenience can be improved through the solution. For example, late checkout is a common request by guests. In the traditional offline mode, guests call the front desk and ask for the late checkout. Assuming the hotel can accommodate, the guest is required to come down to the front desk and update or get a new key card because the original card expires at the initial checkout time. However, with the online door lock solution, the late checkout process including re-keying can be done remotely. Guests merely make a phone call to the front desk. There is no need to visit the front desk to pick up their new key as everything is programmed directly from the front desk.
<b>Guest Room Change</b>	Another typical scenario is a family of four checks into the hotel, lugs their bags to the assigned room only to find out that the room has only one bed. In the traditional offline mode, the family has to go back down to the front desk to get their new room assignment and keys, then lug all their bags to the new room. In the online door lock solution, a simple phone call from the room to the front desk is made. The front desk assigns a new room and programs the door lock. The original guest key is used with the newly designated room, so the family walks directly to their new room. This is all made possible with the integrated Ruckus and ASSA ABLOY Hospitality solution.
<b>Enhanced Guest Security</b>	Guest experience is only one aspect of the solution benefits. There are significant benefits to guest security, as well. For example, if a guestroom door doesn't sufficiently close, the system can send a warning to security or another staff person to check the room to ensure there are no problems. Or if a guest drops their key somewhere in the hotel and someone else picks it up, in the traditional offline mode, they can go door to door until they find the right room. With the Ruckus and ASSA ABLOY Hospitality solution, security is notified after a specified number of unsuccessful unlocking attempts and the dropped key can be disabled. Also, engineering can get warnings such as low batteries in the locks as well as other reports to ensure the door locks run smoothly.
<b>Guest Mobile Access</b>	In addition, the joint solution includes ASSA ABLOY Hospitality's Mobile Access. Mobile access enables VingCard RFID locks at hotel properties to be operable with mobile devices through Bluetooth Low Energy technology. It is a highly advanced mobile phone-based keyless entry solution that makes it convenient and easy for guests to unlock their door.

## CONCLUSION

ASSA ABLOY Hospitality secures millions of guestrooms globally, and Ruckus Networks provides excellent Wi-Fi to over 40,000 hotels across the globe. The combined online door lock solution not only offers many benefits to the hotel operators, but it also enables significant opportunities to improve the overall guest experience. Contact us today to learn how you can get started.

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