

Case Story: Grand Hyatt Hotel, Melbourne

Linking Management Systems to Digital Radios

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Susan Harper, Staff Supervisor

Using Airacom software the Grand Hyatt Melbourne links resource management directly to TETRA radios, pagers and mobile phones.

Solutions Features

- ▶ Integrates resource management, safety and security alarming across multiple technologies.
- ▶ Automatically distributes tasks, team competency, work schedules and job roles.
- ▶ Automatically escalates tasks if primary person is not available ensuring that action is taken.
- ▶ Enables management and key staff to manually assign tasks from their desktop computer.
- ▶ Instantly notifies employees of emergency and security alarms by text message.
- ▶ Provides managers with key performance data on service levels within the hotel.

In short

Needs

To maximise investment in communications and improve efficiency and employee safety using new and existing handheld device.

Solution

The combined solution introduced TETRA digital radio and the ZONITH Alarm Control System to the existing paging and mobile phones in use. ZONITH Alarm Control System automatically or manually dispatches Resource Management and Emergency alarms directly to handheld device of employees based on availability and job role.

Benefits

- ▶ Simultaneously supports multiple media including TETRA and GSM.
- ▶ Ensure tasks are immediately assigned and automatically escalated until resolved.
- ▶ Enables all employees to receive fire and emergency alarms on their handheld device.

The Solution

The Grand Hyatt Hotel replaced its existing DECT telephone system with a TETRA DAMM base station and three antennae to provide coverage for all 33 floors.

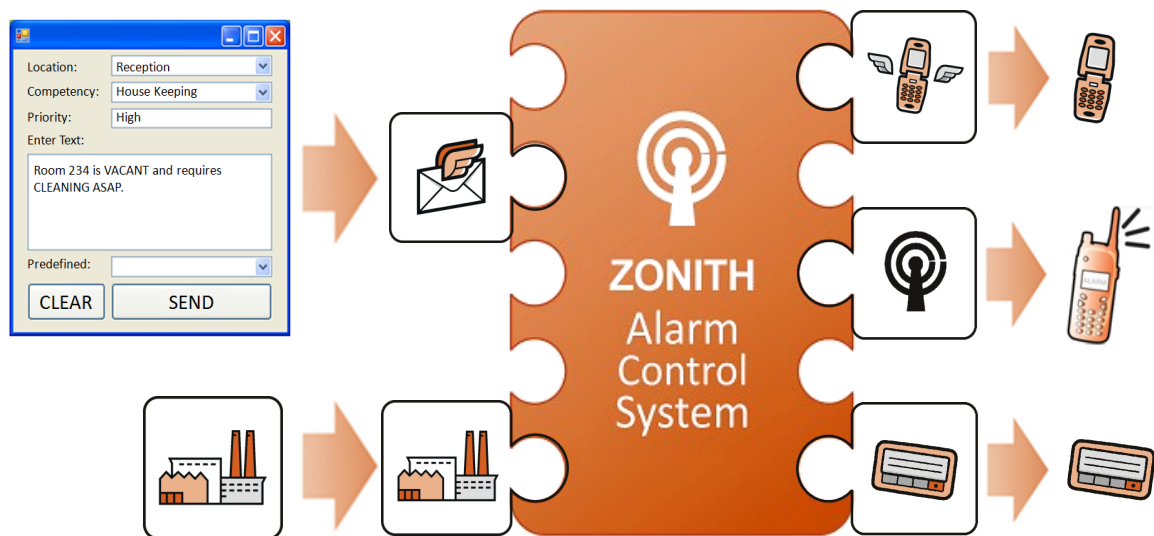
The TETRA system was installed to work alongside the existing paging system and mobile phones used by staff.

The ZONITH Alarm Control System was installed on a single server and received tasks and alarms via an SMTP listener from the Resource Management System (RMS), the ZONITH's task allocation desktop application and the hotels Building Management Systems (BMS).

The ZONITH software was configured to interpret alarms from both management systems using one interface. Alarms and tasks are instantly dispatched to groups of users depending on their role or the priority of the alarm, e.g. Fire Alarms are immediately dispatched to all users.

If an employee is not available to take responsibility for a task it is automatically escalated to the next competent within the team until it is completed.

The ZONITH Alarm Control System dispatches and receives response text messages from mobile phones, TETRA radios and POCSAG text pagers.



Alarms raised from the Grand Hyatt Hotel Resource and Building Management systems are automatically dispatched to either TETRA, mobile phone or text pager users. A desktop application has been delivered to enable desktop PC users to manually assign tasks and send instant messages to user different staff groups.