

Case Story: Grand Hyatt Hotel, Melbourne

Linking Management Systems to Digital Radios



Simultaneously linking Resource and Building Management systems to mobile phones, TETRA radios and Pagers.

The Grand Hyatt Hotel in Melbourne is 33 stories high, has 547 rooms, luxury five star suites, conference facilities and a health centre. The hotel is supported by over 120 staff, 24 hours a day, seven days a week.

As part of a \$45 million redevelopment project the hotels management team wanted to maximise its communication investment by automatically linking resource management and safety services to employee radios, pagers and mobile phones. This requirement and combination of technologies was delivered using the ZONITH Alarm Control System.

Working with the hotel managers ZONITH software was configured to automatically dispatch tasks arising from the hotels Resource Management System (RMS). Tasks were automatically assigned based on work schedules and competency.

This enabled staff to receive tasks via text message as soon as the job was created either on TETRA handsets, pagers or mobile phones.

There was also a need for managers to manually assign tasks directly to support staff handsets. ZONITH created a bespoke application, accessible from any PC in the hotel, that enables people to create short text messages and dispatch them to predefined competency groups, e.g. Cleaners, maintenance or security teams.

“This system allows me to raise a job and forget about it, knowing that someone has taken responsibility”

Susan Harper, Staff Supervisor



Using ZONITH 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 routes 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.

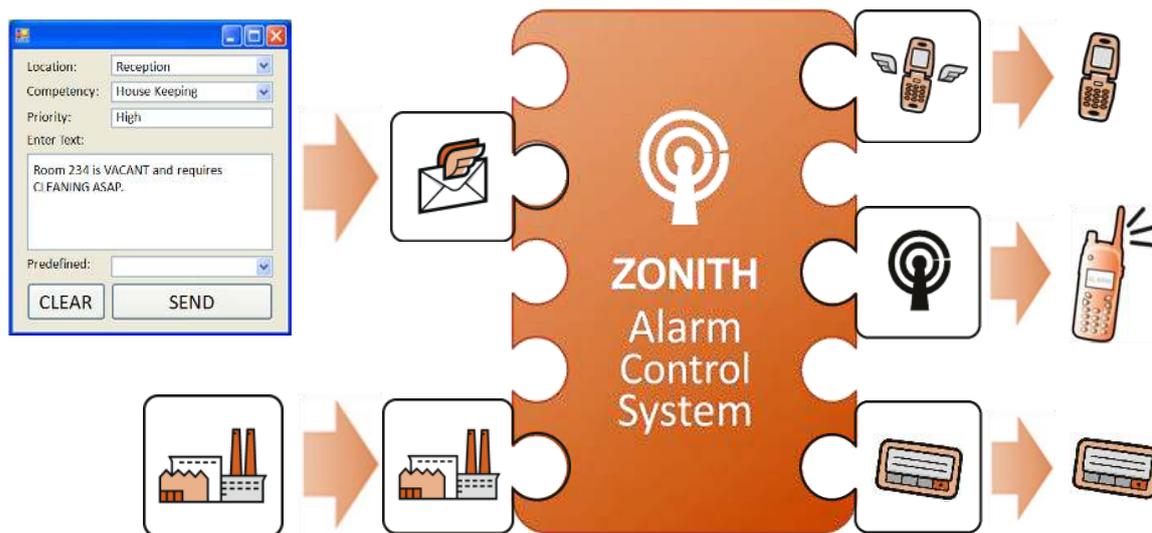
The TETRA system was installed to work alongside the existing paging system and mobile phones used by staff.

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.