



ZONITH

Hotels & Hospitality
Solutions

ZONITH APPLICATIONS TARGET STRESS POINTS IN AREAS OF HOTELS

The ZONITH hotel & hospitality application suite addresses guest and employee safety whilst at the same time working as a tool for increasing staff efficiency and guest satisfaction in hotels.

Learn more about ZONITH's solutions for the hospitality sector in this brochure.



Customer satisfaction is of prime concern in any hotel, and with customer groups varying more today than ever before, tending to customer needs has never been more important. ZONITH applications target stress points identified in key focus areas of a hotel, including safety, alarm management and guest services.

Our flexible solutions can be tailored to respond to unique challenges at any hotel.

FUNCTIONALITY

- **Emergency alarming from security radios on panic alarms from staff**
Panic alarms from security guards via their radios or from reception staff via fixed mounted panic buttons are constantly monitored. Should an alarm arise the ZONITH Alarm Control System (ACS) will immediately dispatch the information in clear text to the other security guards who can then quickly assist.
- **Automatic alarm dispatch to other security radios**
The solution will monitor and automatically dispatch alarms from building management systems (heating, air condition, elevators etc.) to the relevant maintenance or engineering staff thereby ensuring the hotel is operational at all times.
- **Fire alarming and evacuation**
The ZONITH solution interfaces with task management systems like Guestware or HotSOS. Once a task, like "Cleaning room 223 required" or "Room service room 526" is issued in the task management system, it is sent to the ZONITH ACS which will then take care of sending out the task in clear text to the radios, DECT phones, WiFi phones or Android devices to the relevant on duty staff.
- **ZONITH Smart Tickets for room service, cleaning and engineering task handling**
The ZONITH ACS can monitor fire alarms and send out detailed alarm descriptions to the staff in charge. The staff can then attend to the location without needing to consult a physical fire panel. At the location, they can check if the fire alarm was a real or false alarm and start fixing the problem immediately, based on a quick inspection. By sending out fire alarms to first responders, hotel staff can in most cases avoid ordering a full evacuation of the hotel.