

The Challenge

For The Hospitality Industry



Historically, hotels, clubs and resorts differentiated between their line (customer-facing) functions and their facility functions. In the past few years there has been a growing awareness that facility functions are as much “guest service” functions as the classic reception, concierge, parking, and specialized recreational or leisure functions. Even though facility functions are behind the scenes, they are critical for a successful guest experience.



The challenge is to implement a unified system that has the open standards of IP (instead of proprietary technology or proprietary web pages) and integrate your legacy equipment and legacy protocols. As you expand, you want to be able to select the vendor of your choice and not be restricted to work with a specific manufacturer. You want to own and control your user interface, including enhancements and upgrades. And last but not least, you want the new system to meet the most demanding scrutiny of your IT Department.

Currently most of these hotels, clubs and resorts use software systems for their back office functions: accounting, membership and guest conveniences. They have shown that there is a quantifiable ROI when automating those work activities.

By integrating the facility functions, organizations can get a double benefit. First they can reduce the costs associated with inefficiently utilized resources and unplanned events. Second, facilities that are efficient, safe and green can be marketed as such to increase revenues.

THE CHALLENGES FOR HOSPITALITY FACILITIES ARE:

- To maintain an open feeling but a tight security structure for the guests
- To protect the hospitality facility’s assets
- To comply with all privacy laws
- To minimize costs of litigation
- To maintain a consistent set of policies and procedures
- To establish an overall enterprise-wide security management system that integrates video, associated sensors and access control
- To develop a crisis management plan

Electronic security systems that are used in most hospitality facilities are proprietary system solutions with very little interoperability or operational synergy. This has resulted in isolated islands of systems with unique protocols, operational structures and hardware implementations. As security requirements have grown more complex and interrelated, this has led to significantly sub-optimal solutions for many organizations.

Over the past five years, the technical convergence to IP-based products and systems has dramatically illustrated the advantages of open solutions that utilize industry-standard components and protocols for both operational utility and economic efficiency. This process is perhaps most clearly illustrated by the rapid evolution of security video from proprietary, analog imaging, communication and processing components, to open IP solutions that can take full advantage of shared communication and data storage infrastructures. This process has not only enhanced the operational utility of security video, but has led to an explosive growth in the use of video within electronic security solutions.

The MAXXESS Solution

The MAXXESS framework is a highly efficient and cost effective solution for providing a unified operational environment for Electronic Security. It offers a true open architecture as defined by the IT standards of today. Unlike most proprietary software, MAXXESS systems create a customer-unique framework that can be connected to any and all security systems and sub-systems, providing the real-time data necessary for effective decision making.

MAXXESS systems utilize the existing IP-based networking infrastructure distributed throughout your environment as well as any external Internet resources that may be required to provide the appropriate context for effective security operations. It can directly support IP connected systems and sources as well as bridge, via IP-based protocols, to legacy systems that do not, themselves, have direct IP connectivity.

The MAXXESS framework allows any manufacturers system to function as part of one unified system, thereby leveraging the existing (and expensive) assets currently installed. The benefit is that these diverse systems can now work together to respond to critical events and perform tasks as one.

MAXXESS systems address all levels of integration, from Facility to Enterprise.

Highlights

MAXXESS FRAMEWORKS ARE ADAPTIVE

MAXXESS frameworks provide you with a smart infrastructure that adapts as your requirements evolve. You don’t need to adapt to MAXXESS; we adapt to you.

MAXXESS SYSTEMS PROVIDE A BUSINESS ADVANTAGE

Our framework systems are quick and easy to implement. You only need to implement what you need, when you need it.

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The MAXXESS Solution *(continued)*

We allow you to integrate existing infrastructure with the latest in current generation technology, providing you a seamless integration experience.

We protect your previous investments. You no longer have to strip out existing infrastructure when implementing new technology.

We consolidate and unify systems. Eight separate systems may require eight different people to administer those systems. MAXXESS allows you to be more efficient and reduce your administration costs.

We significantly reduce your support costs. Our systems can be changed dynamically and, in many cases, are reconfigurable by you, the end user.

We can link major subsystems and processes to the security infrastructure to provide layered security.

We provide an integration to relevant employee programs, such as:

- Contractor Management and after-hours clean up crew (time on site)
- Safety Certification verification
- Drug /Alcohol screening confirmation
- Mustering
- Remote verification

We have integrated to numerous special security subsystems such as:

- Upgraded alarm systems that prevent "morning-glory robberies" because of improper opening procedures,
- Motion sensors in ceiling crawl spaces,w
- Heat and motion sensors in vaults and safes.

You don't need to make investments in software, infrastructure or training that are not required to meet your immediate objectives — without, in any way, limiting your ability to do so in the future, when your needs change.

WE LEVERAGE IT TECHNOLOGY

We use existing networks and economically run IP networks wherever appropriate and can integrate a world of wireless sensors that are cost effective to install and open up new monitoring opportunities.

Our single integrated display results in more efficient use of security and security-related personnel throughout your organization.

There is no limit to the number of systems or the number of sites or the number of geographic locations that you can integrate.

Our systems can be upgraded remotely

We provide redundant server solutions to ensure maximum reliability.

We integrate best in class video, operational and security subsystems.

MAXXESS SYSTEMS GO BEYOND TRADITIONAL ENTERPRISE SECURITY.

We present instructions on how to handle an event, ensuring that your organization operates under the policies and procedures that you have defined for those events. This includes operational, situational and environmental awareness of events.

Operational Awareness includes Guest Relations, Employee Operations and Resource Utilization.

Operational awareness allows the facility to make the most effective use of human resources and save valuable staff time.

With MAXXESS software, the status of operations is visible at all times. This can enable a number of operational strategic initiatives and because the data base in the framework tells you what happened when, it can also improve business intelligence. Operational awareness systems can enable organizations to focus staff time on customer-facing activities. It can accommodate full reporting of customer requests and the status of those requests. It also allows hospitality organizations to make better decisions—decisions that can be based on experience and facts.

Situational Awareness includes Safety, Security and Emergency Management.

As noted, with MAXXESS software, the status of the entire facility is visible at all times providing full reporting of activities, including who accessed an area and when, who was denied access, system logs and alarms, and a record of who is where at any time.

Our software can be used to set and maintain a Uniform Policy regarding events and we can display the company policy with event information

To reduce the administrative burden of facility/status monitoring and trend analysis, the user interface for facility framework systems do not necessarily require human monitoring. They are automated systems that are event driven. They are designed to contact the right people at the right time with the right information. Upon the occurrence of an event, the facility framework systems can contact the pre-designated personnel through a variety of communication means including critical messaging on Smartphones

Environmental Awareness—the "Green Functions"

For example, use of electricity and use of water. Electrical rates run 6 to 12 cents per kilowatt hour. By controlling lighting and HVAC interfaces, some hotels, clubs, casinos and resorts have been able to reduce total utility costs by 8-10 %.

The impact of these savings goes beyond expense reduction. A safe, efficient and green facility is easier to market. Customers satisfaction surveys have shown that guest satisfaction and return rates are significantly higher for green facilities.

We allow for layered decision making in your enterprise which helps you integrate participation at all levels of the organization and provides a tremendous advantage for staff training.

In summary, we allow you to see the bigger picture, make more informed decisions, respond quicker to events and be able to share critical information throughout your organization.



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