MOTOTRBO™ BRINGS BETTER SERVICE, IMPROVED SAFETY

FAIRMONT THE PALM, DUBAI BOOSTS PRODUCTIVITY WITH DIGITAL RADIO COMMUNICATIONS SYSTEM

FAIRMONT THE PALM, DUBAI

Fairmont The Palm, Dubai is a five-star resort located on the iconic Dubai Palm Jumeirah, the world's largest manmade island shaped in the form of a palm tree. The resort features 381 guest rooms and suites, seven restaurants and lounges, a business center and 3,000 square meters of conference and meeting space. It also has a private beach, four pools, a health club and spa.

Fairmont The Palm, Dubai needed to install a communications system for its team. It defined the requirement for discrete two-way radios that would provide reliable and clear voice communications with the capability to support data services. Its technology partner, Safeer Integrated Systems, recommended the installation of a MOTOTRBO™ digital two-way radio system. Staff are now using Motorola Solutions SL4000 portable two-way radios — one of the thinnest and lightest radios available — to easily and clearly connect with colleagues and quickly and efficiently manage tasks. The radios also improve guest safety by allowing staff to respond immediately to emergency situations. Furthermore, the system enables staff to connect to colleagues' MOTOTRBO radios using landlines and cut monthly GSM service fees by 35%.

CUSTOMER PROFILE

Organisation:
Fairmont The Palm, Dubai

Location:
UAE

Industry:
Hospitality

Partner:
Safeer Integrated Systems

Motorola Solutions Products:
- 91 x SL4000 portable two-way radios
- 3 x MTR3000 base station/ repeaters
- MOTOTRBO Capacity Plus single-site digital trunking solution
- Single wire ear piece

Applications:
- ZONITH Alarm Control System: two-way radios alerted if the resort's alarms are triggered

'Our success depends on attention to detail, exceptional service and quickly responding to our guests' needs. And the timely and accurate sharing of information between staff is essential in delivering five-star service. The MOTOTRBO system helps us meet these objectives with a reliable and robust communications system. Our staff are using their time more productively and this has increased the efficiency of our entire operation. Furthermore, SL4000 radios' data services are helping us to better coordinate teams and improve the way we manage emergency response systems.'

Sherif Hassanin, Security Manager, Fairmont The Palm, Dubai

CHALLENGE

Fairmont The Palm, Dubai wanted a communication system to help staff across the resort – from the front desk to housekeeping – connect with each other instantly and clearly. It also wanted to improve the way it managed emergency situations and reduce the costs associated with monthly mobile service fees.

SOLUTION

After careful consideration of several technology providers, Fairmont The Palm, Dubai decided to work alongside Motorola Solutions partner, Safeer Integrated Solutions (SIS), to install its communications system. With a long-standing record in delivering advanced digital radio networks, SIS recommended the deployment of Motorola Solutions' MOTOTRBO digital two-way radio system. This comprised SL4000 portable two-way radios, MTR3000 base stations/repeaters and Bluetooth® earpieces.

The digital radio system provides uninterrupted connectivity throughout the resort and its grounds. The MTR3000 base stations/repeaters are linked through the MOTOTRBO Capacity Plus single-site digital trunking solution, which provides the resort with the capacity it needs to share voice and data communication quickly and efficiently. The sleek and light SL4000 portable two-way radios are used for clear and accurate communication – individually or across six talk groups – that cover the various operational departments. These include front office, food and beverage, housekeeping, security, engineering and guest services.

SIS has also installed the Interconnect solution from TRBOnet. This allows staff to use the resort's landline phones to connect to radio users directly and vice versa. In addition, the MOTOTRBO network has been integrated with the ZONITH Alarm Control System, which picks up alarms anywhere in the resort and automatically alerts users via their two-way radios. The radios can then be used to remotely acknowledge, decline or switch off alarms.

BUSINESS VALUE

The MOTOTRBO radios have become a core part of the resort's operations and its ability to provide guests with five-star service: whether it's a request for towels, or, to repair a fault, resort staff use their radios to quickly locate the best or nearest person for the job.

The radios are easy to use with a simple interface - minimizing training requirements - while the compact and aesthetic design complements the contemporary uniforms worn by staff. Looks are matched by performance: the SL4000 portable two-way radios offer exceptional audio clarity and include an intelligent audio feature that automatically adjusts the call volume to compensate for background noise. So, for example, engineering teams working in noisy environments never miss a call while event managers at conventions can be reached without disturbing guests.

Another important benefit is the integration of the resort's emergency alarms with the MOTOTRBO system. When an alarm activates, users receive alerts on their devices with details of the type of alarm and its location. The messages and audible alerts are not cleared from users' radios until the alarm has been attended to. The system ensures that alarms are responded to quickly and if there is a problem, teams can use their radios to implement emergency drills more efficiently. They can also use their radios to reset the alarm without needing to return to the control room, which reduces response times.

The system is also saving money. With full network availability on the radio devices, resort staff don't need to use their mobile phones. Similarly, the telephony interface has ensured staff members without radios can always contact radio users on the move using the landline network. As a result, the resort has estimated savings of 35% in annual mobile service fees.

Furthermore, MOTOTRBO provides the scalability the resort requires to expand the capabilities of the system at little cost.

Benefits:
- **Improved efficiency:** staff are connected to the right people at the right time
- **Cost-effective:** 35% saving in monthly mobile service fees
- **Better service:** quick and reliable communications improves guest services
- **Continuous communications:** staff rely on uninterrupted radio services
- **Integrated system:** radios provide voice and data services
- **Increased Safety:** alarm triggers on radio devices help staff respond quickly and effectively to incidents
- **Clearer communication:** high-quality digital audio ensures accurate communication
- **Superior design:** radios' aesthetic design complements staff attire
- **Easy to use:** one-touch functions and simple interface reduces need for training
- **Extended battery life for lengthy work shifts:** radios operate 20% longer between recharges compared to analog systems
- **Return on investment:** scalability of solution allows resort to expand service capabilities at little cost

For more information on how Motorola Solutions' two-way radio technology can improve the efficiency of your turnaround operations, please visit us on the web at www.motorolasolutions.com/mototrbo or access our global contact directory at www.motorolasolutions.com/contactus

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