

BETTER COMMUNICATION BETWEEN AREAS IMPROVES THE EXPERIENCE. THE RESULT: HAPPY GUESTS AND SATISFIED EMPLOYEES.





WE UNDERSTAND HOW IMPORTANT YOUR GUESTS' EXPERIENCE IS.

Do you know which cities in Latin America were visited the most according to the Mastercard Global Destination Cities Index 2019?

	Regiona Ranking
Cancun, Mexico	1
Punta Cana, Dominican Republ	ic 2
Mayan Riviera, Mexico	3
Mexico City, Mexico	4
Lima, Peru	5
Santiago, Chile	6
Sao Paulo, Brazil	7
Buenos Aires, Argentina	8
Cusco, Peru	9
Panama City, Panama	10

At Motorola Solutions, we know what tourism means to Latin America and how important it is to give guests the best experience. That is why we created the Successful Communications Guide for the Hospitality Industry, so you can learn about the options that will help you provide quick and efficient responses and make you stand out from the crowd.



OUR GOAL IS TO HELP YOU ACHIEVE 3 EXTREMELY IMPORTANT OBJECTIVES:



Guests

Create a warm and welcoming ATMOSPHERE with personalized services that make your guests comfortable and optimize their experience so your hotel is always the first option they think of.



Operations

Ensure highly successful communication within your hotel's ECOSYSTEM by using the right technology so you can respond immediately, lower operating costs and provide outstanding guest service.



Infrastructure

Design a communication ENVIRONMENT that boosts your efficiency, speed and coverage, while providing information and security to your hotel's guests and staff.





APPLICATIONS

One of the most important technology platforms is business mobility, which translates into:

- Giving organizations the opportunity to strengthen their business by expanding their presence.
- Connecting employees so they can work with coworkers, managers, customers or suppliers no matter where they are.
- Avoiding downtime.



This is where applications come in. Cell phones and tablets aren't the only devices that can use applications. Digital radios can too, with endless options. Request a live demonstration. We will come to your offices.



Work Orders



Personnel Management



Dispatch Consoles



Communications Recording



Network Monitoring



Telemetry



Lone Worker



Telephony



Radio on Your Cell Phone



Text Messages

Integrated GPS



Interoperability



Integrated Bluetooth



Email



Indoor Positioning



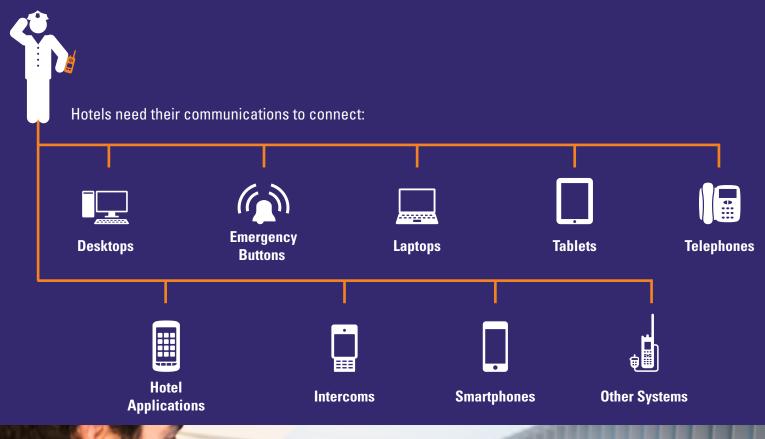
Man-Down Applications



Alarm Control and Notification

CUTTING-EDGE TECHNOLOGY

Communications evolve every day and you do not want to fall behind. The digital era is here and your communications should adapt to the growth of your operations, guarantee that they run smoothly and anticipate what is next with long-lasting technology.





COST

When you purchase new technology, cost is definitely an important consideration; but carefully examining the benefits that the new technology will bring is even more important:





Repairs with Quicker Turnaround



Cutting-Edge Technology



Maintenance and Update Services



Great Resistance



No Charges for Air Time or Call Length



Personalized Service



Short-Term Return on Investment



Financing



Extended Warranty

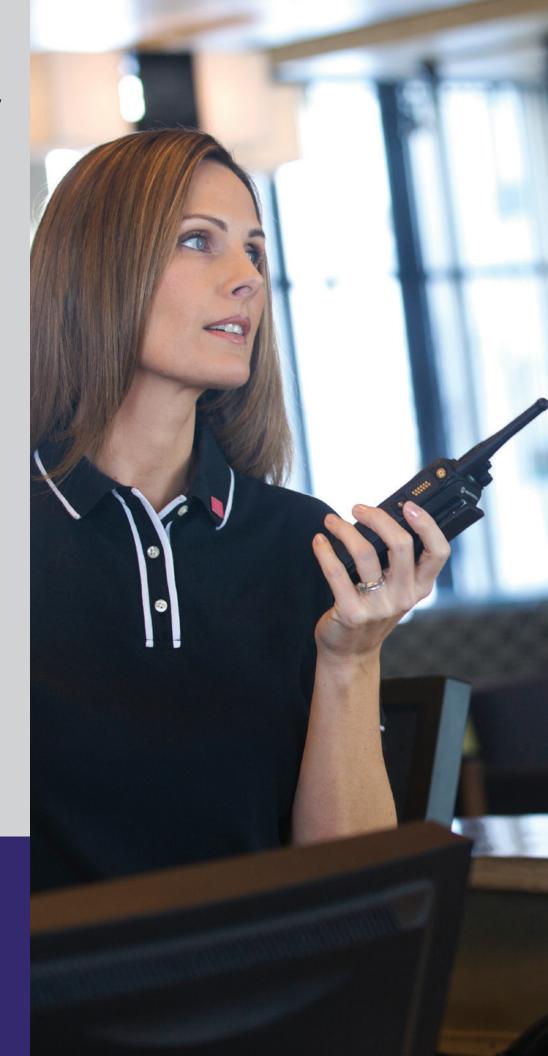


Tech Support by Phone or Online



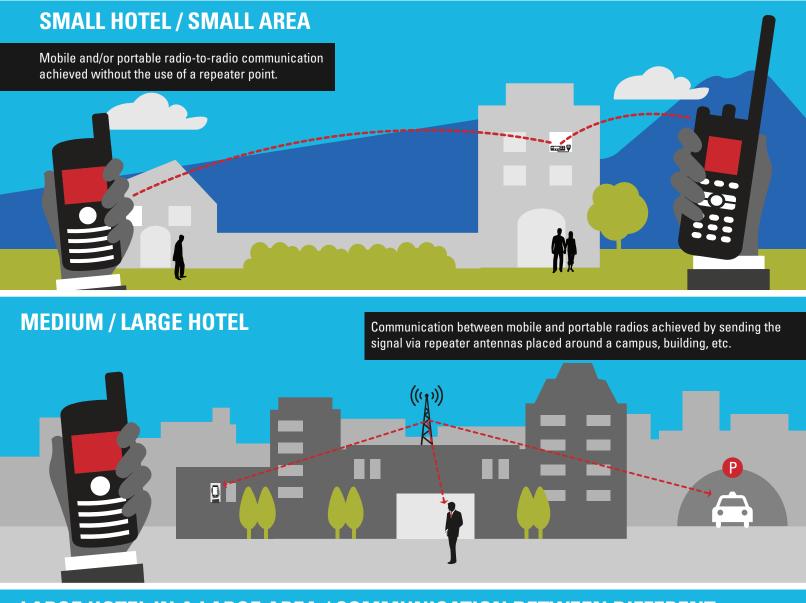
Long Service Life

- Boost profits
- Improve guest services
- Expand and improve operations
- Save money
- Gain competitive advantages

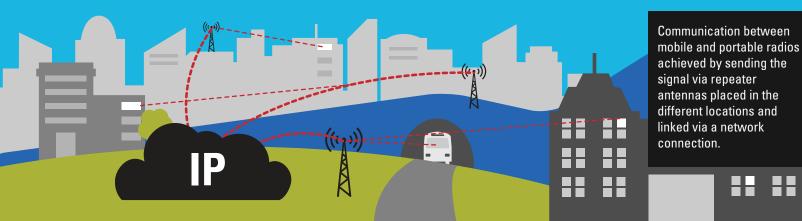


OPTIMAL COVERAGE

With Motorola Solutions radios, you can communicate where you want, with whom you want, whenever you want. Our systems offer local, national and international coverage, and are compatible with other systems, so you can improve your operations and reinforce your security.



LARGE HOTEL IN A LARGE AREA / COMMUNICATION BETWEEN DIFFERENT GEOGRAPHIC AREAS OR CONFLICT ZONES



RELIABLE SYSTEMS

Now that you know about range and coverage, take a look at the differences between the robust MOTOTRBO™ systems that provide even more benefits when you communicate by voice, text and data, and that are totally reliable in guaranteeing highly effective and seamless communication.

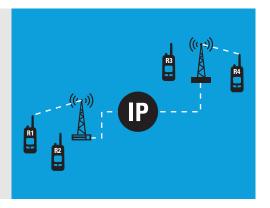
Conventional System

- One repeater.
- Point-to-point communication.
- Range is limited by buildings and natural barriers; limitations are overcome with a repeater that transmits the signal farther.
- TDMA technology allows for 2 simultaneous calls per repeater, thus doubling user capacity.
- Supports up to 200 users per repeater.



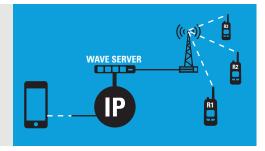
IP Site Connect System

- Use of the power of internet in geographically dispersed areas
- Connect up to 15 singlel sites to form an extended area network
- Users can roam freely from one site to another in an extended coverage area
- Allows different bands UHF, VHF and 800 mhz to communicate with each other without any problems
- Unify users of different buildings to overcome physical barriers operating in conventional mode
- Ideal for low traffic communication
- Supports single-site or multi-site deployments up to 15 sites
- Supports 200 users per site



Capacity Plus System

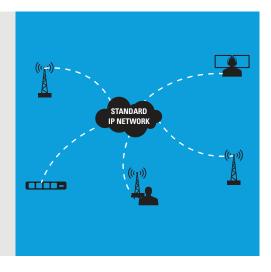
- · Dynamic single-site trunking system.
- Unique channel-waiting technology by Motorola Solutions assigns channels efficiently.
- Compatible with the WAVE app (radio on your cell phone).
- Ideal for medium traffic.
- Scalable system, from 1 repeater up to 8 repeaters.
- Up to 200 users per repeater for a total of 1600 users.



Capacity Max System

- Distributed and flexible architecture connected to a standard IP network for efficient operations and solid reliability.
- Fully compliant with the DMR Tier 3 operation mode.
- Next-generation system management and capability monitoring makes it possible to manage profiles and configurations, and address failures quickly.
- Multiple levels of recovery capacity and great tolerance for failures.

- Option of redundancy or switching in the face of errors to eliminate the single trunking point of failure.
- Greater scalability extends coverage up to 15 facilities.
- By having greater capacity, it can provide up to 29 voice and data channels per site.
- Provides 12 dedicated data channels per site to support operations with large volumes of data.



Our Consulting Service can help you design your architecture and correctly deploy the system. We also offer managed services to help you get the most out of your operation, decrease your operating costs, increase the return on investment and reduce the risks associated with the technology operations.

RADIO FEATURES

Unlike other commercial communication devices, cell phones and/or radios, professional radios are designed with specific features to guarantee worker safety and ensure that everyday industrial operations are carried out successfully.

FEATURE	DESCRIPTION	RECOMMENDED ENVIRONMENT FOR USE	SL500	DGP8050e	DGP5050e	DGP8550e	DGP5550e	SL8550e	DEP550e	DEP570e	DEP450
Emergency Button	Activates an alarm on the radio to indicate a risky situation.	High-risk situations, such as fires, hurrica- nes, earthquakes, robberies, evacuations, explosions, etc		•	•	•	•	•			
Vibrating Alert	Silently alerts the user about incoming calls and texts.	Places where users need to attend to operational needs without disturbing guests' peace and quiet.		•	•	•	•	•	•	•	
Voice Scrambling	Ensures secure communication by coding the message when it is sent and decoding it when it is received.	Increases the privacy of the hotel's communications in the whole area.	•	•	•	•	•	•	•	•	•
Active or Inactive Radio Report	Allows a user to find out whether a radio is on or off.	Allows a manager to check whether the radio of the person who is not responding is on or off.	•	•	•	•	•	•	•	•	
Lone Worker	Activates an emergency signal if the user does not respond to periodic alerts.	Any area that poses a potential danger to the user; engine rooms, storerooms, places that are isolated or far away from the hotel.		•	•	•	•	•	•	•	
Selective Calling	Allows the user to make a call to a specific user instead of an entire group.	Facilitates coordination between employees without interrupting others' activities.				•	•	•	•	•	
Evidence of Radio Location	Uses GPS positioning for outdoors and iBeacons for indoors to determine when a radio is in a given area.	Makes the location of key employees and vehicles or golf carts visible; provides notification of the arrival of passenger transportation.		•	•	•	•	•	•	•	
Intelligent Audio	Automatically controls volume based on background noise levels.	Engine rooms, common areas in hotels, open areas, event rooms.		•	•	•	•	•	•	•	

RADIO FEATURES

FEATURE		DESCRIPTION	RECOMMENDED ENVIRONMENT FOR USE	SL500	DGP8050e	DGP5050e	DGP8550e	DGP5550e	SL8550e	DEP550e	DEP570e	DEP450
Call Inter	rruption	Allows authorized users to interrupt communications to send an emergency message.	Engine rooms, common areas in hotels, open areas, event rooms.	•	•	•	•	•	•	•	•	•
Noise Cancella	ation	Allows users to hear voice communications clearly, even if there are loud noises in the area where they are being transmitted.	Refrigeration chambers, engine rooms, seaside areas, event rooms, groups.	•	•	•	•	•	•	•	•	•
Commun Log	ications	Saves a log of all the events in the system: voice, text messages, GPS, work orders, etc.	Makes it possible to monitor personnel and analyze communications in daily operations and emergency situations in order to promote continuous improvement.		•	•	•	•	•	•	•	•
Covert Mode		Provides discreet communication by turning activity indicators off.	Provides discreet communications during potentially dangerous or disruptive events, such as suspect identification at hotel facilities.						•	•	•	
Voice Annound	cement	Provides audible confirmation of selected radio operations.	Engine rooms, customer service areas, common areas.	•	•	•	•	•	•	•	•	
Text to S	Speech	Reads texts and operation parameters out loud.	Operations in general, as it makes it possible to send text messages to radios, even if they do not have screens.		•	•	•	•	•	•	•	
Remote Monitori	ing	Discreetly activates the microphone on a radio from another radio or a dispatch console.	Makes it possible to monitor personnel and provide security personnel with situational intelligence by sending them an emergency signal.		•	•	•	•	•	•	•	•

LONGER SERVICE LIFE

Although we design long-lasting radios, tested under the strictest international standards to maximize your investment, we offer support services and options to ensure that your radios operate at peak performance ... no matter how long you use them for.



More than 100 authorized service centers in Latin America



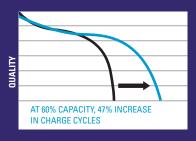


Tailored Services

- ADVANCED Services for MOTOTRBO CAPACITY MAX SYSTEMS
- ESSENTIAL Services for MOTOTRBO SYSTEMS
- ESSENTIAL Services for MOTOTRBO TWO-WAY RADIOS



Long-Lasting IMPRESS™ Batteries ONLY IMPRESS™BATTERIES CAN CHARGE 150 TIMES MORE THAN STANDARD BATTERIES AND LAST 43% LONGER





Protection Accessories

Choose between comfortable and flexible nylon covers, and hard, resistant and rugged leather cases.

RESISTANCE

Not all communication devices are for all work environments. Even professional radios are designed for different environments.

	DIGITAL ANALOG ANALOG											
					2 × 1111		A CHILL Dates Control					
RESISTANCE	RECOMMENDED ENVIRONMENT FOR USE	SL500	DGP8050e	DGP5050e	DGP8550e	DGP5550e	SL8550e	DEP550e	DEP570e	DEP450	A8	RVA50
Noise Cancellation	Noise from machines, concerts and parties.		•	•	•	•	•	•	•	•		
Water Resistance	Rain, storms, snow, the sea and pools.	•	•	•	•	•	•	•	•	•		•
Dust Resistance	Outdoors, deserts, beaches and mountains.	•	•	•	•	•	•	•	•	•		•
Intrinsically Safe	Areas close to mines, gas stations, chemical plants, machine operation rooms and fire emergencies.		•	•	•	•		•	•			
Impact Resistance	Anywhere. The radio can withstand hard impacts.	•	•	•	•	•	•	•	•	•		
Cold Resistance	Freezers and snowy areas.	•	•	•	•	•	•	•	•	•		
Heat Resistance	Very hot beaches, deserts and fire emergencies.	•	•	•	•	•	•	•	•	•		

ACCESSORIES AND DEVICES

We have the ideal accessories and devices for your business. ASK our experts about our recommendations for your type of hotel.





COMBINE WITH THE RIGHT ACCESSORY

EARPHONES HEADPHONES WIRELESS BLUETOOTH® FOR MOBILE AND PORTABLE RADIOS **BATTERIES AND CHARGERS**

REMOTE SPEAKER MICROPHONES **MICROPHONES FOR MOBILE RADIOS**



TRANSPORT SOLUTIONS









AND ABOVE ALL, SAFETY IS THE MOST IMPORTANT THING

Because if there is a threat to the safety of your guests, employees or hotel operations, you want to respond IMMEDIATELY. The durability of MOTOROLA radios allows you to meet your goal, whatever it may be.



NOISE CANCELLATION

To hear instructions clearly in case of an evacuation





COLD RESISTANCE

To stay in in touch, no matter the weather





WATER RESISTANCE

In case of strong rains or hurricanes





HEAT RESISTANCE

In case of fires or extreme weather





IMPACT RESISTANCE

To handle any emergency





DUST RESISTANCE

To prevent damage to equipment and ensure seamless communication





INTRINSICALLY SECURE

For risky situations where flammable gasses are present



BETTER COMMUNICATION BETWEEN AREAS IMPROVES THE EXPERIENCE.

THE RESULT: HAPPY GUESTS AND SATISFIED EMPLOYEES.

GUESTS: ATMOSPHERE

MOTOTRBO™

- Delivering a five-star service to the hospitality industry.
- Bringing the guest experience to new heights through comprehensive communications.
- Providing such exceptional customer service through seamless communication that quests are sure to come back.

Imagine a world in which guests become your promoters and partners for life, enhancing their experience from the moment they walk through the door of your hotel.

OPERATIONS: ECOSYSTEM

Connecting employees with the right technology is the key to guest satisfaction



Guest Relations



Food and Beverages



Cleaning Services



Facilities and Maintenance



Guest Safety

INFRASTRUCTURE: ENVIRONMENT

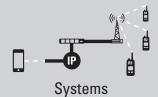
Having the best technology gives you a significant competitive advantage







Devices and Accessories













PHONE NUMBERS FOR LATIN AMERICA AND THE CARIBBEAN

BRAZIL Aline Azzi

aline.azzi@motorolasolutions.com

+55 11 5171 0905

+55 11 99 422 9840

NOLA

Caribbean, Central America, Colombia, Ecuador and Venezuela **Adriana Ortiz**

adriana.ortiz@motorolasolutions.com

+(57) 1 508 5037

+57 316 351-0654

MEXICO Juan Ochoa

juan.ochoa@motorolasolutions.com

+52 55 5257 6816

+52 55 4393 9695

SOLA

Argentina, Bolivia, Chile, Paraguay, Peru and Uruguay

Ellen Oliveira

ellen.oliveira@motorolasolutions.com

+54 11 5077-1914

+54 9 11 6499-2891

https://www.motorolasolutions.com/en_us/solutions/hospitality.html

