



# Safer hospitality

Nationwide, the hospitality industry has always prioritized the guest experience, and this begins with another top priority – safety across sites. Today's staff not only has to manage higher guest expectations, but also site safety and security, anticipating unexpected events and preparing immediate response to emergencies. Your onsite technology must adapt to your venues' specific needs including peak travel season, holidays and other major events throughout the year.



**MOTOROLA SOLUTIONS**



# Meet modern guest expectations by bridging technologies together

## From restaurants to casinos and everything in between

Our safety and security ecosystem works together to help your teams respond to and recognize patterns, anticipate actions and prevent situations before they escalate into emergencies. From the moment a guest arrives to when their visit comes to an end, prepare your staff for challenges by connecting your critical communications, video security, access control, data and analytics with our safety and security ecosystem.

If you need help with	Our ecosystem provides
Enhanced guest experiences	Efficient, seamless and discreet interactions across teams and technologies to drive guest loyalty
Staffing shortages & turnover	Stronger, more intelligent site coverage to help employees fill gaps
Property maintenance	Full awareness and visibility of your site for faster, more intuitive maintenance
Site security	Safer visits, safer shifts for greater protection of people and property
Limited consumer spending	Tools to enable strong guest experiences and drive spending satisfaction



# Discover the technology that helps your teams tackle each challenge and turn it into a positive outcome

## Guest loyalty

- License plate recognition to identify VIP guests or customers when they arrive onsite
- Alerts automatically sent to guest services and management to notify them of important arrivals and guests who need assistance
- Two-way radios allow employees to deliver faster service while communicating seamlessly and discreetly
- Body cameras create transparency in guest interactions, alerting designated staff upon activation

## Intelligent site coverage

- Two-way radios for rapid, reliable communications that work with fixed video and access control for alerting, full venue coverage and seamless situational awareness
- License plate readers and video analytics alert of guest arrivals or loitering, reducing the need for full-day attendant coverage
- Texting and polling features to get shift covered

## Site awareness and intuitive maintenance

- Video cameras and analytics to conduct regular inspections onsite and optimize maintenance schedules
- Tactical incident management and process automation to ensure key stakeholders follow all necessary response steps
- Targeted mass notifications that inform pre-segmented groups for upkeep, facility support or repairs
- Body cameras to capture and share live video evidence and location in an incident onsite

## Safer experiences, shifts, and properties

- Panic buttons empower staff to get help instantly from the push of a button
- Body cameras provide an unbiased witness in the case of a disruptive guest
- Video security to provide visibility across vast areas, identify anomalies and enable 24/7 situational awareness
- Access control secures entry points and automatically sends alerts when a door is propped open or breached
- AI-powered video analytics detect banned individuals, license plates, weapons, lost children or other unusual activity
- Mass notifications via text, email and voice notify the right people with the right information at the right time
- Text opt-in features so even temporary visitors and guests receive important information
- Vape, temperature and chemical sensors that immediately alert employees upon detection

## Spend satisfaction

- Efficient and unified staff communications create a seamless visit for guests, making it more likely for them to return
- Video and analytical detection of VIP guests drives the seamless experience they require, validating their brand choice
- Audit amenity usage with video analytics to optimize and improve guest experiences while cutting your own costs



## Key ecosystem components recommended for safer hospitality



### TLK 25 wearable communications device

Compact, rugged and equipped with an intuitive voice assistant for seamless communications, this device is designed for efficiency and safety.

- Enhanced communications with intuitive voice assist
- Dedicated emergency button and features
- LTE and Wi-Fi device options



### Body cameras

Having an objective, unbiased witness matters. Our body cameras can capture evidence-grade video of any situation, from security guards to venue staff.

- Rugged and intuitive design
- Maintain evidential integrity
- Pre and post-recording
- Immediate footage offload



### Avigilon video security & access control

Strengthen safety and elevate your guest experience with integrated hotel video security and access control systems built to secure vulnerable areas and provide frictionless access.

- Complete situational awareness
- Cloud versatility
- Driven by AI
- Manage from anywhere

# Take your venue's safety & security to the next level

It's time to rethink what safety can do — drive efficiencies, bolster site performance and help you deliver a secure space for enhanced guest experiences. Motorola Solutions' safety and security ecosystem brings together the technologies and solutions you need to create a safer environment for your guests and your staff.

Learn how Motorola Solutions can help your venue elevate safety and communication with our safety and security ecosystem. [motorolasolutions.com/en\\_us/solutions/hospitality.html](https://motorolasolutions.com/en_us/solutions/hospitality.html)



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