

# USE CASE VIP GUEST EXPERIENCE

Safe Hospitality

## Operational View



### DETECT

#### VIP GUEST RECOGNISED

A VIP guest or their associated license plate is identified and an alert is automatically sent to guest services and management to notify them of their arrival.



### ANALYSE

#### SITUATIONAL AWARENESS GATHERED

The security operations room receives the alert and all relevant camera feeds are populated. Guest services and management teams identify the individual and their current location.



### COMMUNICATE

#### RELEVANT PERSONNEL ENGAGED

Using two-way radios, guest services and management are dispatched to greet the guest at the appropriate entrance.



### RESPOND

#### OPTIMAL EXPERIENCE COORDINATED

Guest services and management welcome the guest and execute a heightened customer experience.

## Technology View



### DETECT

- Fixed Video Security
- Avigilon Control Center
- License Plate Recognition
- Watch List
- Radio Alert



### ANALYSE

- Avigilon Control Center
- Fixed Video Security



### COMMUNICATE

- Radio Communications: Voice & Multimedia
- WAVE PTX: Multimedia Sharing & Broadband Push-to-Talk
- Dispatch Software



### RESPOND

- Radio Communications: Voice & Multimedia
- WAVE PTX: Multimedia Sharing & Broadband Push-to-Talk

Motorola Solutions Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom.

Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice. Camera footage is for illustrative purposes only.

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