

# USE CASE

# VIP GUEST EXPERIENCE

Safe Hospitality

## Operational View



### DETECT

#### VIP GUEST RECOGNIZED

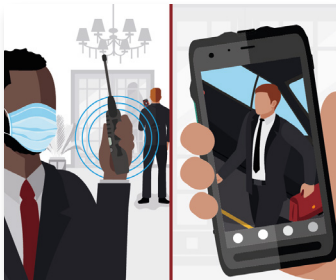
A VIP guest or their associated license plate is identified and an alert is automatically sent to guest services and management to notify them of their arrival.



### ANALYZE

#### SITUATIONAL AWARENESS GATHERED

The operational command center 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 Unity Video
- License Plate Recognition
- Watch List
- Orchestrate



### ANALYZE

- Avigilon Unity Video
- 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

\*Camera footage is for illustrative purposes only

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