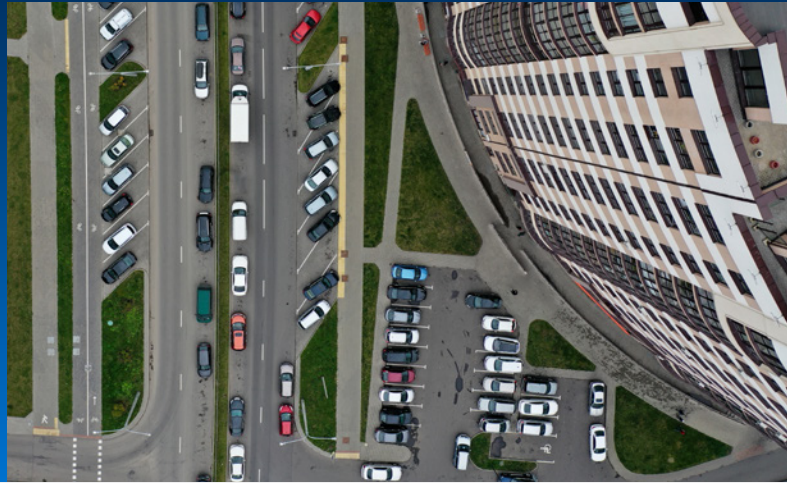


Adding Security and Communication to Hotel Parking Lots



THE SCENARIO

Owners of a popular five-star hotel offered dedicated parking to their customers and staff. There were two to four parking lots per location depending on the size of the hotel. This was a great perk for customers, but the owners discovered their lots were being mistaken as public parking. By the time guests were checking in, the lots were too full to accommodate them.

To avoid having their lots mistaken for public parking, the owners decided to add mechanical gates with an audio-only intercom at every hotel parking lot entrance. While the gates kept the public from using their parking lots, they presented new challenges for both the customers and staff.

When customers arrived, they had to be identified in person prior to getting parking lot access. This was not efficient and irritated customers who had to find parking to show proof of ID first, then had to re-park in a dedicated lot.

The gates were also inefficient for staff, who were required to call using the audio-only intercom each time they needed to park for work. If the concierge was not familiar with a voice, staff would still need to be identified inside.

Capturing clear details, guests could easily be screened at the parking lot gates to have their access granted by the concierge.

THE SOLUTION

Knowing the mechanical gates were an immediate solution to keep the public from inadvertently parking in their lots, the hotel owners decided to keep them and swapped the audio-only intercoms for IP video technology.

The clear details captured by the stations installed at each parking lot allowed customers to be screened conveniently at the gates. By presenting IDs to the camera, the concierge could verify hotel guests and open the gate from inside.

Wanting an improved method for staff to access their parking lots, owners opted for an exterior station with a built-in card reader so staff could use keycards to access the lots. If a card was forgotten, staff could call the concierge using the IP video intercom to request access without having to park elsewhere first to go inside.



AIPHONE SOLUTION SHOWCASE

Gated Parking Lot Entrances



The stations with card readers gave staff an improved method to access the hotel parking lots.

Guests were conveniently screened directly at the parking lot gates. If staff had any issues with the third-party card reader, they could easily call for parking lot access.

Concierge Desks



THE BENEFITS

- Hotel guests could easily be screened from any of the dedicated parking lots
- If the concierge was away, calls could be transferred to another hotel in the same network, ensuring all guests were answered efficiently
- The card reader stations offered a quick and reliable way for staff to access the hotel parking lots without having to disturb the concierge for daily access
- Staff could still reach the concierge with the video intercom if there were issues
- By selecting an IP intercom, expanding the system would be easy to do in the future

System Configuration Example

IP Video Intercom System (Configuration shown with IX Series)



IP Video Door Station with Card Reader x 18
IP Video Master Station x 6

Application was for 18 parking lots across 6 hotels within the same shared network. Diagram represents 1 of the hotels with 4 parking lots.

Parking Lots



Guests conveniently used the call stations to be screened for parking lot access.

Hotel Concierge



If the concierge was away, calls could easily be transferred to another hotel within the same shared network.

PoE Switch
Equipment Closet



Hotel 2-6

Explore *more* unique possibilities on our Solution Showcase page.

