CASE STUDY

Advanced Hotel Automation and Access Control in the Best Western Hotel Vista in Ostrava



Best Western Hotels & Resorts is one of the biggest and most recognizable international hotel chains with over 4700 hotels in more than 100 countries. The chain stands out for its exceptional quality of services adapted to the needs of those on business or private trips. A wide range of brands, from convenient economy hotels to luxury premium facilities, guarantees guests the highest standards of service and the latest technological solutions.

Each Best Western hotel combines local character with global quality. The chain has been gaining recognition in Central Europe owing to the unique thematic hotels and modern conference centers.

Investor Hotel Vista in Ostrava

Solution Designer SENSOR-ONLINE Sp. z o.o.

Equipment Manufacturer Roger Sp. z o.o. sp. k.

Rooms

Users 20 (staff) + a dynamically changing number of hotel guests

56 + 4 hallway entrances

Key Features:

· Temperature management

Room power supply control

· Clear visualization of the facility status

- Intuitive notification system
- Individual and zone access control

Integrations:

Integration with the PMS Protel
hotel system

 Integration via the Modbus protocol with the Toshiba air conditioning system





Introduction

One of the prestige facilities in Best Western's portfolio is Hotel Vista in Ostrava located in the industrial center of Moravia in the vicinity of the CEZ Arena. The hotel has contemporary conference facilities including seven conference rooms with a total capacity of 560 participants. It is therefore a perfect choice for congresses, conferences, and private events.

Requirements

Until recently the hotel used traditional mechanical keys and a locally controlled Toshiba air conditioning system. While this solution worked well for years, over time it has become a barrier to further development of the facility. The lack of process automation and remote management capabilities made it more difficult to ensure adequate quest comfort and improve staff efficiency. The willingness to stay competitive and satisfy the visitors' needs has made modernization inevitable.

Therefore, the renovation of the building presented a perfect opportunity to implement modern technologies to improve the facility's standard and increase its energy efficiency. The hotel's management board in cooperation with Libre Design, a company that designs interiors and coordinates construction works, were looking for a complex solution that would allow the automation of room management, optimization of energy consumption, and the improvement of the guests' and staff comfort. The key aspect was implementing intelligent mechanisms adapting room conditions to the occupancy status which would enable automatic control of air conditioning, heating, and lighting. Once the guest has left the room, the system would switch the room to the energy-efficient mode, and restore comfort settings of air conditioning, heating, and lighting upon check-in.

Equally important was the need to improve communication between staff and the reception desk which would allow for minimizing manual actions related to room service. Another requirement was the implementation of an electronic access control system based on proximity cards, which would increase security both in the rooms and in the modernized corridors. The management board of the hotel wanted the implemented solution to enable the integration with the international hotel system (PMS). This would open up new opportunities in the area of international guest services and at the same time improve the standard of provided services.

Solutions

To meet these requirements, it was decided that the hotel would undergo a complex renovation and implementation of a hotel automation system combining advanced access control functions. As a result, system of the SENSOR | Automation for Hotels, operating on the Roger HRC devices, was selected. The decision was dictated by a high level of system functionality and flexibility, its integration with the international PMS Protel hotel system, translation available in eight languages (including Czech), and general equipment quality compliant with the adopted hotel standards.

The project included securing two hotel floors. The implementation took place while the facility was operating, excluding individual floors, without the need to close the entire hotel. In close cooperation with Libre Design, a company in charge of design and coordinating construction works, and the Polish Inter Service installation company from Rybnik, the SENSOR team performed installation works, technical supervision, and commissioned the system. The first stage of the project started in March 2023 and began with the installation of the showroom and a room for integration testing. The entire system was completed in May 2024, just before the commencement of the ice hockey world championship which was held in Ostrava at the time.

Detailed training courses for the staff were conducted after implementing the system, ensuring smooth and intuitive operation of the applied solutions. Currently, the system supports two hotel floors, i.e. 56 rooms and 4 hallway entrances. The solution has contributed not only to increasing the comfort of the constantly changing number of guests but also to optimizing the work of a hotel team of approx. 20 people.

Thanks to the integration with the PMS Protel system the room statuses are automatically synchronized with the automation system and intelligent readers with a card slot activate the power supply and temperature settings in the room after inserting the hotel card. In turn, integration with the Modbus air conditioning allowed for a dynamic temperature control depending on the status of the window (closed/open) and quest presence. The state-of-theart proximity readers with Bluetooth identification can provide contactless access to rooms with the use of a smartphone, thus improving guest comfort and security. The implemented solution allows for central management of room settings, increasing operational effectiveness and enabling easier facility monitoring.





Solution Designer

Individual and Zone Access Control





Integration with the PMS Protel Hotel System



Integration via the Modbus Protocol with the Toshiba Air Conditioning System

56 Rooms + 4 Hallway Entrances

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Intuitive Notification System

Staff Users



· Temperature Management Room Power Supply Control

Clear Visualization of the Facility Status



Benefits

The Best Western Vista hotel in Ostrava achieved numerous benefits that affected both the comfort of guests and the operational efficiency of the facility itself due to the implementation of the advanced hotel automation system integrated with access control functions.

The implemented system has significantly improved the guest service standard and provided the facility with automatic room temperature control from the moment of check-in. In turn, the possibility of contactless access to the rooms has rendered the need to carry traditional keys obsolete, contributing to an increased level of security in the hotel. The intelligent lighting control has positively impacted on the comfort and convenience of guests by eliminating the need to manually turn on lights. Additionally, SENSOR has provided the facility with TVs, safety boxes, minibars, and Hafele bathroom fittings. This contributed to increasing the attractiveness of the facility.

The system upgrade also allowed for a significant reduction in fixed operating costs. Due to intelligent heating and air conditioning management, the hotel has reduced its energy consumption resulting in real savings. Other elements that have helped reduce the hotel's maintenance costs include automatic heating or air conditioning deactivation after a guest leaves a room and optimizing lighting in unoccupied rooms.

From an operational standpoint, the system has introduced a number of enhancements. These include integration with the PMS system and clear visualization, which allows staff to continuously monitor room status and respond in real time. Intelligent reports support the planning of service activities and cleaning, while the implementation of a notification server accelerates response to various events. Process automation has also reduced the necessity of manual interventions, which had a positive impact on the comfort of the hotel personnel. In addition, introducing intuitive visualization, function panels, and clear signaling on the external readers has optimized staff work time.

The new system has contributed to improving the security of the facility. The hotel gained better control over guest and staff traffic thanks to the registration of access to each room and the possibility of blocking it for selected rooms depending on the user's rights. In the event of an emergency, the system can automatically send SMS and e-mail notifications which guarantees quick response.

Modernization of the Best Western Vista hotel in Ostrava is a step toward modern hotel facility management. Due to intelligent integration of access control, air conditioning, and the PMS system, not only the comfort of hotel guests was increased but also costs were optimized, improving operational efficiency and competitiveness on the market.

The implementation success has paved the path to further automation. Covering subsequent rooms, including conference rooms and an additional 28 rooms, with access control, is planned for the future. The flexibility of the applied solution allows the hotel to easily adapt the system to the changing needs while maintaining the highest standard of services both now and in the future.



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