

Sensor | Hotel Automation and smart access management at the prestigious Zinar Castle Hotel



The property and its history

Overview

- Investor: Zinar Castle, ZR Hotels Group Solution
- Designer: SENSOR-ONLINE Sp. z o.o.
- Equipment Manufacturer: Roger Sp. z o.o. sp.k.
- Rooms: 35
- Common-area and technical access points: 30
- Users: 130 (staff) + a dynamically changing number of hotel guests
- 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 Merco izzyHOTEL PMS
 - Integration with GREE air conditioning systems via Modbus

Introduction

Zinar Castle is a unique property located on Castle Hill in Kraków's Przegorzały district, blending historic character with outstanding natural surroundings. Nestled within the Wolski Forest, it offers panoramic views of the Vistula River, the Camaldolese Monastery, and one of the most picturesque landscapes in Kraków. It is a five-star boutique hotel where timeless design harmonizes with nature and its heritage.

The property features 35 comfortable rooms, the Zinar SPA zone with a swimming pool, saunas and treatment rooms, the two-level ZIYAD restaurant and a ballroom accommodating up to 200 guests. Terraces with panoramic views of Kraków, the Tatra Mountains and the Vistula River further enhance the guest experience. Together, these elements create a unique space where tradition meets modern hospitality.

Zinar Castle is part of the ZR Hotels Group – a brand developed since 1990 by Ziyad Raoof, an entrepreneur and patron of the arts known for creating destinations defined by high-quality service, refined aesthetics, and respect for heritage.

To fully leverage the potential of the revitalized property and deliver a modern standard of service, the investor was looking for a system supporting facility management, cost control and consistency with the character of the space, while maintaining discreet operation.



The path to the solution

Requirements

During the renovation of Zinar Castle, it became clear that the facility required a solution that would combine its historic character with modern, efficient hotel management. The system was expected to support the daily work of the staff and ensure a consistent standard of service while remaining as unobtrusive as possible for guests.

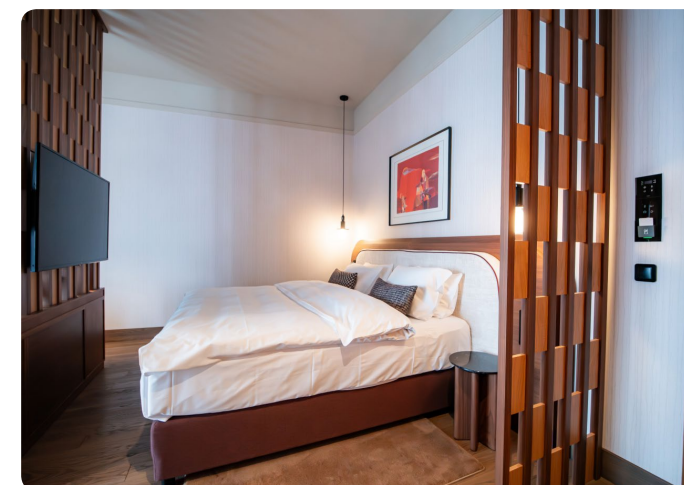
A priority was to automatically maintain comfortable conditions in both rooms and common areas. The system had to respond to check-in status, detect open windows, and dynamically adjust the temperature, optimizing heating, cooling, and lighting costs.

The facility's distributed layout was also a challenge – from guest rooms and technical areas to the historic tower. It was necessary to implement electronic access control system, as well as tools for real-time monitoring and efficient communication with the front desk, reducing response times and minimizing manual operations.

Centralized management of the seasonal operation of the GREE air conditioning systems was also important. The aim was to eliminate the risk of simultaneous heating and cooling, ensure system stability, and improve cost predictability.

Integration with the Merco izzyHOTEL PMS was crucial, enabling automation of check-in processes, as well as access control and room status management. This reduced manual operations and eased the workload for staff.

The overall objective was to create a consistent, seamlessly operating environment that works in the background and supports the daily functioning of the facility.



Solutions

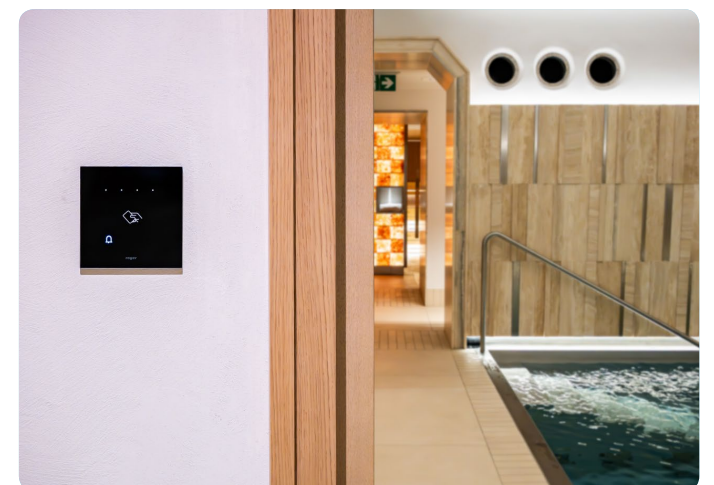
In response to the defined needs, Zinar Castle implemented a hotel automation system based on SENSOR software and Roger devices. The decision was driven by the solution's flexibility, as well as the ability to monitor facility operations in real-time and respond quickly to changes.

The system was designed as a central management platform covering 35 rooms and 30 common and technical access points, combining access control and energy management into a consistent ecosystem. A key element was integration with the Merco izzyHOTEL PMS, ensuring automatic access assignment and room status updates.

In the rooms, automation was implemented to control temperature based on occupancy and window status, reducing energy consumption without affecting guest comfort. This is complemented by centralized management of SUMMER/WINTER modes, ensuring consistent operation of the air conditioning systems and eliminating the risk of errors resulting from local, manual control.

The system also supports the daily work of the staff – enabling communication with the front desk, signaling guest requests, and delivering notifications, which shortens response times and improves coordination of activities.

The implementation was carried out in stages in 2023, combining on-site and remote work. This made it possible to flexibly adjust the deployment schedule to the progress of the renovation. The system was handed over for use in December 2023 as a fully functional solution that operates in the background and provides real support for both the staff and the facility's operational budget.



What has changed?

Benefits

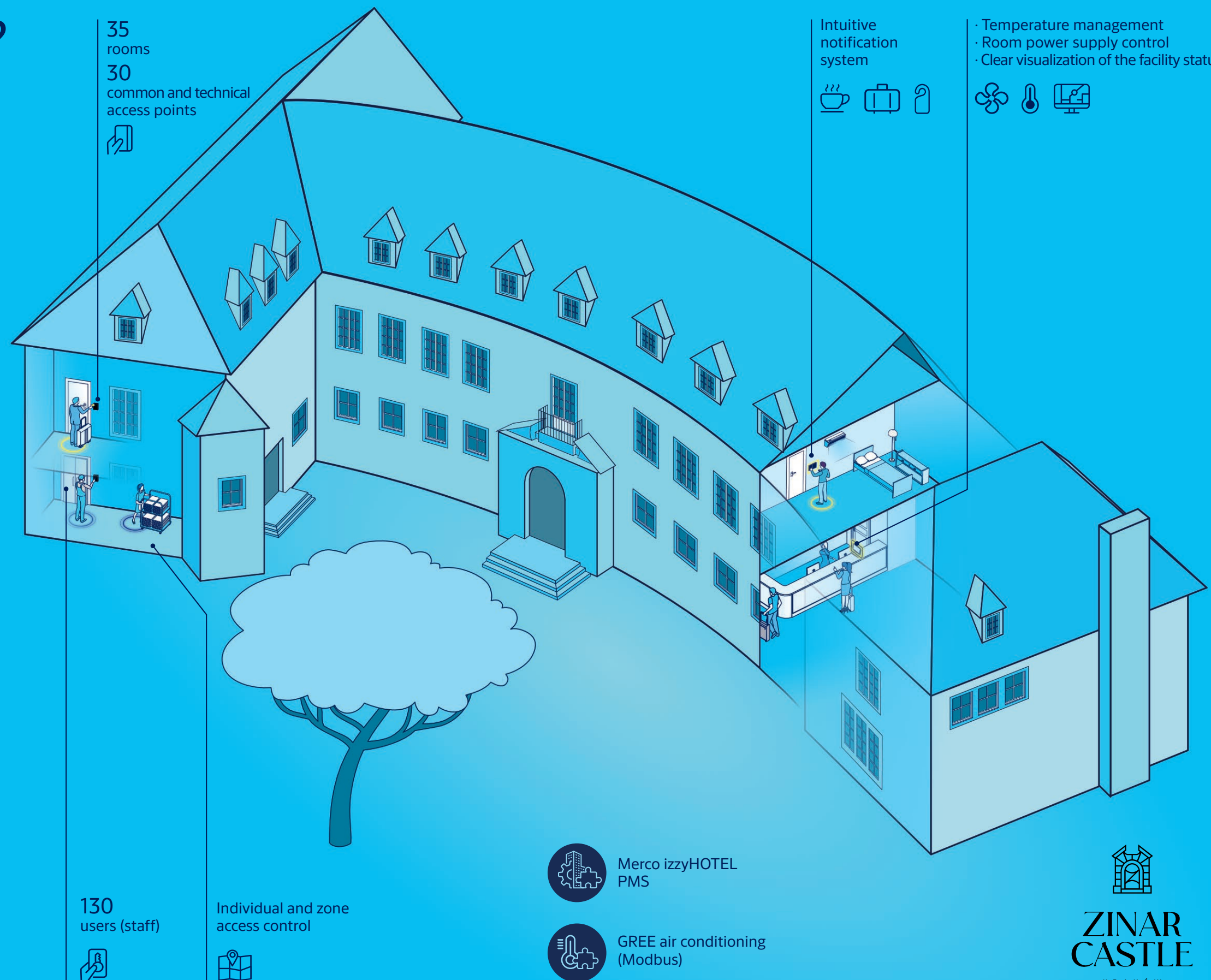
The implementation of the SENSOR hotel automation system has clearly improved the functioning of Zinar Castle – both in terms of costs and work organization. Automated energy control provides full control over heating, cooling and lighting consumption. The system responds to room occupancy and window status, eliminating unnecessary operation of the system and generating measurable savings. Centralized SUMMER/WINTER mode switching stabilizes air conditioning system performance, which is particularly important in facilities with mixed installations.

Operational efficiency has also improved. The staff gained tools that streamline communication and organize daily workflows. Clear visualization of the facility's status enables real-time room monitoring and quick detection of irregularities, while the notification system shortens response times and improves work coordination. Process automation reduces repetitive tasks and increases the predictability of daily operations.

Guest safety and comfort have also been enhanced. Electronic access control eliminates the risk of unauthorized entry while ensuring convenient use. For guests, this means a consistent stay experience – from clear access control and proper room conditions to quick staff response. The technology remains virtually invisible to guests while delivering a measurable impact on service quality. Roger devices fit harmoniously into the aesthetics of the facility without disturbing its character.

Another important effect of the implementation is the standardization of internal processes. Integration with the Merco izzyHOTEL PMS ensures automatic data exchange, improves access control, room status management, and reduces manual operations and the risk of human error.

As a result, Zinar Castle has gained a stable, modern, and scalable environment that supports efficient management and a high standard of service. The solution is fully prepared for further development – enabling expansion with additional zones and functionalities, including the planned SPA expansion and guest rooms in the historic tower, without interference with the existing infrastructure. The long-term objective of the ZR Hotels Group is to create a technologically consistent ecosystem based on SENSOR solutions and Roger devices.





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