

Inrico Revolutionizes Hospitality Staff Communication with PTTToC Solution

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Located in the bustling heart of Manila's prestigious business, shopping, and entertainment district, one of the famous hospitality groups offers guests an unparalleled experience of luxury and comfort. To further enhance guest satisfaction and operational efficiency, the hotel recently underwent a communication system upgrade with Inrico's cutting-edge Push-to-talk over Cellular (PTTToC) solution.

Challenge

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The hospitality group faced the challenge of ensuring seamless and efficient communication across a large-scale property with complex architecture, diverse staff roles, and expanding business demands. Traditional communication methods were insufficient to support smooth coordination among mobile staff, front desk, security, and external service providers during busy operations and events.

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Solution

After a thorough assessment of the communication needs, Inrico tailored a comprehensive wireless PTTToC communication solution. This solution includes the S200 PTTToC radios, gateways, iConvNet mobile app & dispatch console, and related services. Combining push-to-talk (PTT) functionality, multisystem integration, multimedia transmission, GPS map positioning, and dispatch features, the solution comprehensively digitized the hotel's communication system.

Seamless Interconnectivity across Systems

The customized solution seamlessly interconnects with the existing communication systems of the hospitality facility, allowing mobile phones and computers to connect via the iConvNet application, and digital two-way radios through the gateway device. This integration enables mobile phones, as primary Bring Your Own Device (BYOD) tools, to join the PTTToC system with one-touch broadband PTT calls. Existing digital two-way radios also connect seamlessly to PoC devices via the gateway, eliminating the need for costly system overhauls despite expanding operational needs.

Advanced Features for Enhanced Operations

Inrico's S200 PoC radios feature AI-powered front and rear dual high-definition cameras with smart autofocus, enabling hotel staff to capture and transmit on-site images or videos with high clarity. During equipment malfunctions or emergencies, hotel patrols or front desks can transmit live footage to the iConvNet dispatcher and housekeepers carrying smartphones over public networks, allowing managers to gain a full situational overview and promptly dispatch relevant personnel such as security guards.

The GPS positioning and NFC clock-in functions of the S200 radios integrate with iConvNet's map scheduling. For example, hotel concierges can coordinate airport transfers with drivers via the dispatch platform, enabling real-time GPS tracking to ensure passenger safety throughout the journey.

Guaranteed Coverage across and beyond Property

Given the property's complex structure—spanning multi-level parking lots, conference rooms, banquet halls, and outdoor recreational areas—the staff require full-facility communication coverage. Inrico's S200 PoC radios connect effortlessly to the hotel's existing Wi-Fi or public cellular networks, eliminating the need for expensive repeater installations and ensuring uninterrupted communication. Shuttle drivers serving out-of-town guests communicate with front desk staff via 4G networks, while golf course attendants no longer need to relay messages indoors manually.

Reliable Voice Calls in Noisy Environments

In busy hospitality settings hosting events such as banquets and conferences, ambient noise can impair communication. Equipped with dual-mic noise reduction technology and a powerful 2W speaker, Inrico's S200 flagship PoC radio ensures clear voice transmission even amidst bustling crowds, improving communication efficiency and guest satisfaction.



An executive of the hospitality group praised Inrico's solution:

"Our team has experienced unparalleled efficiency and reliability with the Inrico PoC radios S200. From seamless communication to improved security measures, this innovative technology has truly elevated our hotel operations and customer service."