

# Hotel checks into RUCKUS® and ASSA ABLOY Global Solutions IoT Suite to impress and protect guests

The Royal Park Hotel in Rochester, Michigan, offers an award-winning guest experience. To continually enhance that experience, the hotel's engineering team was investigating IoT for luxury hospitality properties. The first step was connected door locks. ASSA ABLOY Global Solutions and RUCKUS collaborated on an integrated solution that offered a streamlined, economical and forward-looking approach to bringing door locks—and future IoT technologies—online.



Customer  
Royal Park Hotel

Location  
Michigan, IL

## Challenges

- Replace standalone door locks with online door lock system for added security and guest convenience
- Avoid the cost and complexity of an overlay network to support connected door locks
- Formulate a cohesive strategy for integrating new IoT capabilities moving forward

## Solution

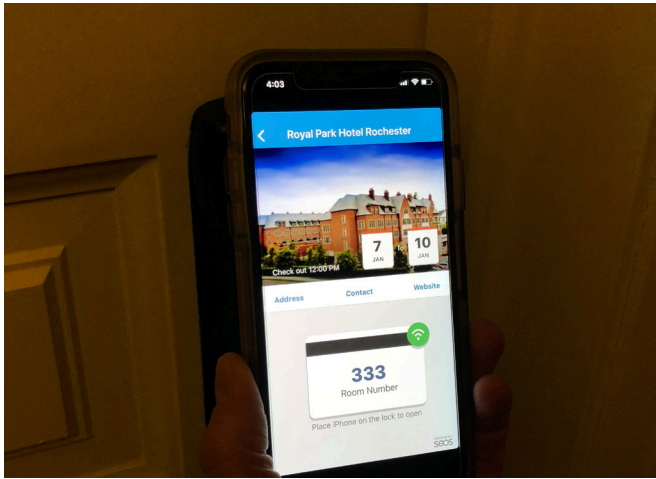
- RUCKUS IoT Suite
- IoT-enabled indoor APs
- SmartZone Controller

## Benefits

- Staff receive different types of alerts that may indicate security issues or maintenance requirements
- Guests have the convenience of using their smartphones instead of keys to unlock their doors
- The RUCKUS IoT Suite provides a converged, multi-standard IoT network
- The hotel now has an IoT platform for integrating new capabilities, such as panic buttons and asset tracking

## Luxury hotel makes a secure entry into IoT guest services

Smart devices, often referred to as the Internet of Things (IoT), offer the hospitality industry the opportunity to provide guests with a much richer experience. When the Royal Park Hotel opened its doors in 2004 in Rochester, Michigan, it had the look of a historic landmark. The luxury hotel is designed in the tradition of an elegant English manor house. Its old-world elegance makes you feel like you're stepping back into the past. But the hotel's use of technology is all about modern conveniences.



"Without overinvesting or major disruption, we now have the foundation to do so much. The RUCKUS-ASSA ABLOY Global Solutions project has changed our idea about how far and fast we can go. It's an elegant model, which makes it especially fitting for the Royal Park Hotel."

**Scott Rhodes**  
Director of Engineering, Royal Park Hotel

"Technology moves at an incredibly fast pace. The hotel management encourages us to stay on top of advances that will improve the guest experience," says Scott Rhodes, Director of Engineering, Royal Park Hotel. Which is why Rhodes and his team are staying close to the evolution of IoT solutions for the hospitality industry. "There's so much happening with IoT technology. But with any emerging technology, it's important to think about a long-term strategy. Otherwise, you can end up with a fragmented approach that becomes costly and hard to manage or limits your options in the future. We wanted a more cohesive approach to IoT."

When ASSA ABLOY Global Solutions personnel suggested migrating to their online connected door lock system, Rhodes knew it was something he wanted for the hotel. ASSA ABLOY Global Solutions has been providing all of the hotel's door locks since the hotel opened.

"Originally, our local product management team planned to propose an overlay network for the online door lock system," says Markus Boberg, Global President Hospitality at ASSA ABLOY Global Solutions. "RUCKUS is a long-time provider of the hotel's Wi-Fi, and our regional representatives began talking with them about an integrated connected entry solution. Both companies agreed that connecting the online door locks through the RUCKUS IoT suite over the RUCKUS Wi-Fi was a better approach."

"Overlay IoT networks typically require additional cabling, switches, and gateways for each IoT device, driving up cost and complexity," says Mark Grodzinsky, RUCKUS General Manager, IoT. "The RUCKUS IoT Suite leverages the cabling, switches and IoT-ready access points (APs) to create a converged, multi-standard IoT network—supporting the Bluetooth Low Energy and Zigbee standards—at a fraction of the cost."

The joint integration includes the RUCKUS IoT Suite and Visionline wireless locking system by ASSA ABLOY Global Solutions along with its wireless Zigbee door locks. The RUCKUS IoT Suite enables use of the Wi-Fi network infrastructure for both Wi-Fi and IoT.

Rhodes was impressed with the proposal. "An integrated path offers us a more streamlined and economical path for online door locks. And it gives us a platform to move forward with additional IoT projects in the future."

### Another leadership step for the hotel just clicks into place

"Our regional representatives were very confident that we could deliver exactly what Scott and his team wanted to achieve with IoT. The collaboration between ASSA ABLOY Global Solutions and RUCKUS was very productive," says Boberg. "Everyone was very impressed with how smoothly the entire implementation went—every feature worked perfectly when it went live."



Instead of a standalone device, each door lock is now an IoT endpoint on the network. The connected lock transmits and receives information to an IoT enabled-AP, which connects to the RUCKUS IoT controller. The IoT controller manages and controls the APs; the IoT controller also connects to the ASSA ABLOY Global Solutions Visionline server, which manages the connected entry system.

Authorized hotel staff can view the status of every guest room door instantaneously from a single dashboard. Alerts let staff know about anomalies that might indicate problems or potential security concerns.

For example, an alert may be displayed when a door has been left open for too long. A “wandering intruder” alert indicates that a keycard is being used to attempt entry to multiple doors in a short time span. This pattern suggests that someone has found a keycard and is trying to find the door to which it belongs. A “sequential intruder” alert signals that someone is trying to use a keycard unsuccessfully on a single door. This may be a guest having problems with the keycard or someone who is

not authorized to access the room attempting to use the card to gain entry. The hotel can also create rules to set up automated policy-based actions—like deactivating a keycard after a certain number of access attempts.

Guests may or may not be aware of the added security, but they’re almost certainly aware of the added conveniences. Like having the option to check-in via their mobile device, download their keys to their smart phones and go straight to their rooms. Front desk staff can also extend their stay or assign them to a new room without issuing new keycards.

These kinds of conveniences can also improve staff efficiency. “This first step into IoT has demonstrated the potential for saving time across multiple departments—maintenance, front desk, concierge, housekeeping and engineering, of course,” says Rhodes. The maintenance staff, for example, no longer has to schedule door checks to test batteries. Instead, a door will alert them if its battery is running low.

“Originally, we planned to propose an overlay network for the online door lock system. Connecting the online door locks through the RUCKUS IoT suite over the RUCKUS Wi-Fi was a better approach.”

**Mike Scott**  
Product Management Director for the America ASSA ABLOY Global Solutions

## Choosing from a suite of possible IoT-based projects

“We’re proud of this technology innovation because it contributes to both the convenience and safety of our guests,” says Rhodes.

It’s also a significant door opener, so to speak. Now that they have the infrastructure in place with the RUCKUS IoT Suite, Rhodes and his team are looking at other projects.

The next will likely be IoT devices for panic buttons and asset tracking. Wearable panic buttons are an emerging tool for employee workplace safety. Asset tracking allows the hotel to keep track of things like room service trays. For example, housekeeping would be notified when a service tray has moved from the room to the hallway. “When we

collect trays faster, guests are happier. And we can also prevent carpet damage from spilled food and drinks,” says Rhodes. At some point, Rhodes says he and his team will also be evaluating the integration of smart TVs, smart lighting and HVAC over the wireless network.

These capabilities certainly enhance the guest experience. But they also contribute to guest and staff safety, staff productivity, asset tracking and reduced energy consumption. “Without overinvesting or major disruption, we now have the foundation to do so much,” says Rhodes. “The RUCKUS-ASSA ABLOY Global Solutions project has changed our idea about how far and fast we can go. It’s an elegant model, which makes it especially fitting for the Royal Park Hotel.”

“The RUCKUS IoT Suite leverages the cabling, switches and IoT-ready APs to create a converged, multi-standard IoT network—supporting the Bluetooth Low Energy and Zigbee standards—at a fraction of the cost of overlay IoT networks.”

**Mark Grodzinsky**  
General Manager, IoT RUCKUS

## About RUCKUS Networks

RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

[www.ruckusnetworks.com](http://www.ruckusnetworks.com)

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