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Keep Hotel Staff Safe with TraknProtect Safety Buttons

The hospitality industry is using Internet of Things (IoT) solutions like safety buttons to protect employees in emergencies. Now, two industry leaders, CommScope and TraknProtect, are joining forces to make these IoT systems much simpler and less expensive. With smarter wireless connectivity, hotels can keep their workers safe while building a foundation for tomorrow's IoT applications.

The Challenge

Organizations worldwide are taking strong stands to protect their employees from sexual misconduct in the workplace. In industries like hospitality however, the nature of the work poses unique challenges. Hotel employees often work alone with customers in private settings like guest rooms, where guest misconduct is all too common. Industry studies indicate that most hotel workers have experienced at least one incident of sexual harassment by guests.

To protect their workers, hotel operators are turning to personal safety buttons that staff can activate in an emergency. Deploying and operating these systems, however, is neither simple nor cheap. Effective solutions must be highly accurate, providing an employee's exact location across sprawling properties with hundreds of rooms and multiple floors and wings. To do it, they typically rely on Bluetooth Low Energy (BLE) beacons and wireless hubs to calculate and transmit an employee's exact location to hotel management or security personnel.

For hotel operators, this often means running a separate, standalone wireless network—in addition to all the other wireless services (door locks, Wi-Fi connected thermostats, guest Internet access, in-room entertainment) already deployed. As hotels add more IoT services, IT departments can quickly find themselves swimming in a sea of complex networks and protocols, all of which require their own separate power, management and maintenance.

Solution

Adding new IoT applications doesn't have to be a complex, costly exercise. By combining their innovative IoT solutions, CommScope and TraknProtect are making safety button systems much simpler to deploy and operate. At the same time, they're helping hotels build a flexible wireless foundation for the full range of emerging IoT applications.
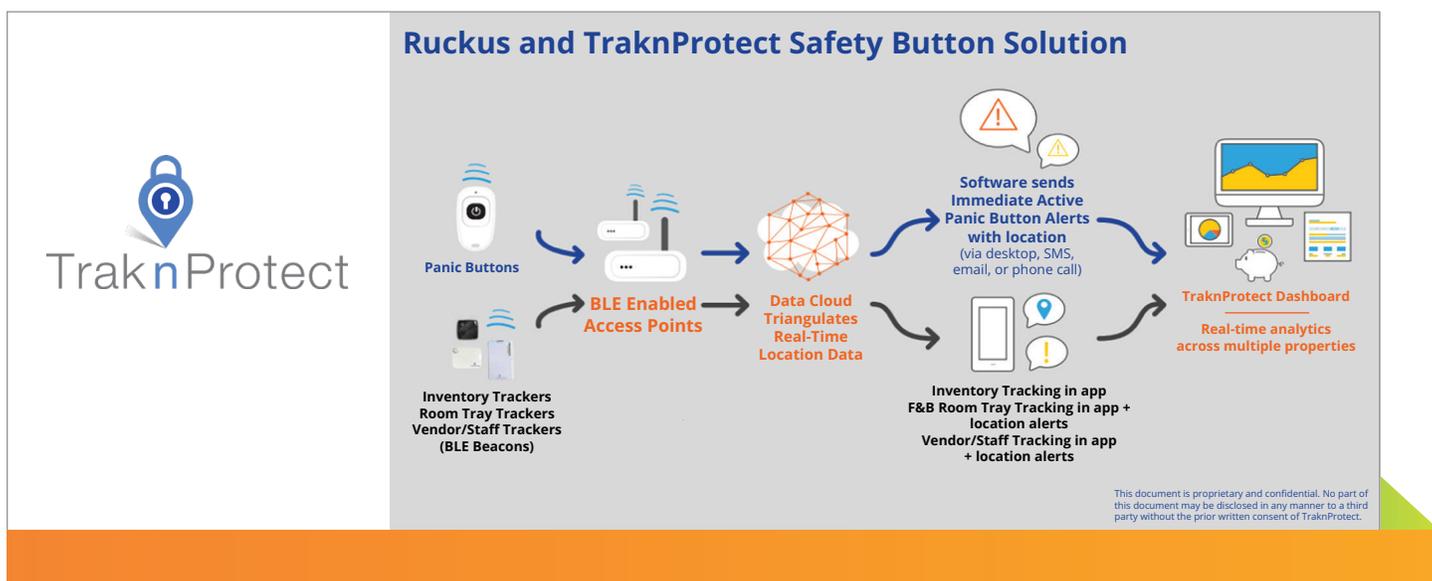
- **TraknProtect** provides the only wireless safety button system built specifically for hospitality. Within seconds of staff triggering the system, hotel management or security personnel receive alerts with the employee's precise location, so they can provide immediate assistance.

- **CommScope's RUCKUS Networks solution** brings industry-leading wireless, wired and IoT connectivity to the world's premier hotel and hospitality brands. With the versatile RUCKUS IoT Suite, hotels can connect multiple IoT devices, using multiple wireless protocols, over a single infrastructure.

With the combined solution, hotel operators can take advantage of TraknProtect's real-time safety solution without having to deploy a separate, proprietary infrastructure. Instead, TraknProtect safety buttons and BLE beacons communicate with the RUCKUS IoT Suite, so they can run over the Wi-Fi network hotels already have in place. The RUCKUS IoT Suite acts as a universal translator for IoT protocols like ZigBee and BLE, allowing them to communicate over a single, consolidated infrastructure. Hotels can start with the TraknProtect safety button solution and use the same platform to launch other new IoT-powered guest experiences and hotel efficiencies.

How it Works

TraknProtect provides real-time staff protection through its cloud-based application. The application tracks the location of safety buttons via BLE beacons, so it can triangulate the precise location of workers, even when they're on the move. In the integrated solution, all communications between safety buttons, BLE beacons, cloud application and hotel staff run over the hotel's Wi-Fi infrastructure, eliminating the need to install proprietary wireless hubs.

When a worker activates a safety button, the TraknProtect system calculates the location and transmits the alarm via RUCKUS IoT- enabled access points (APs). Within seconds, designated hotel management or security staff receive the alert on their workstations or mobile devices. The unified infrastructure can support additional TraknProtect solutions (room tray tracking, asset management, vendor management), as well as other IoT applications for a wide range of guest services and operational efficiencies.

Ruckus and TraknProtect Safety Button Solution

Panic Buttons

Inventory Trackers
Room Tray Trackers
Vendor/Staff Trackers
(BLE Beacons)

BLE Enabled Access Points

Data Cloud Triangulates Real-Time Location Data

Software sends Immediate Active Panic Button Alerts with location (via desktop, SMS, email, or phone call)

Inventory Tracking in app
F&B Room Tray Tracking in app + location alerts
Vendor/Staff Tracking in app + location alerts

TraknProtect Dashboard

Real-time analytics across multiple properties

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Business Benefits

With the combined solution, hotel operators can:

- **Eliminate the complexity of maintaining multiple infrastructures:** Using RUCKUS high-performance access points and RUCKUS ICX™ switches, hotels can deploy TraknProtect alongside other hotel and guest applications on a single, consolidated network.

- **Get more value for their money:** With RUCKUS APs and IoT Suite supporting multiple applications, hotels see a greater return on their wireless safety button investment and a platform that can continue to deliver new value far into the future.

- **Reduce costs and disruption:** Using an integrated solution, hotels drive down the costs of installing, powering, managing and maintaining multiple wireless and IoT systems. It also becomes much easier to launch new IoT services with minimal disruption to hotel operations and guests.

Get Started

Keeping employees safe doesn't have to mean taking on high costs and spiraling technical complexity. With the combined strengths of CommScope and TraknProtect, hotel operators can implement a state-of-the-art IoT safety button solution quickly and easily. At the same time, they can build a versatile foundation to make deploying new IoT services simpler and less expensive.

Contact us today to learn more.

RUCKUS solutions are part of CommScope's comprehensive portfolio for Enterprise environments (indoor and outdoor).

We encourage you to visit www.commscope.com to learn more about:

- RUCKUS Wi-Fi Access Points

- RUCKUS ICX switches

- RUCKUS Cloud management software

- SYSTIMAX and NETCONNECT: Structured cabling solutions (copper and fiber)

- mVision: Automated Infrastructure Management

- Era and OneCell: In-building cellular solutions

- Our extensive experience about supporting PoE and IoT

CommScope pushes the boundaries of communications technology with game-changing ideas and ground-breaking discoveries that spark profound human achievement. We collaborate with our customers and partners to design, create and build the world's most advanced networks. It is our passion and commitment to identify the next opportunity and realize a better tomorrow. Discover more at commscope.com

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