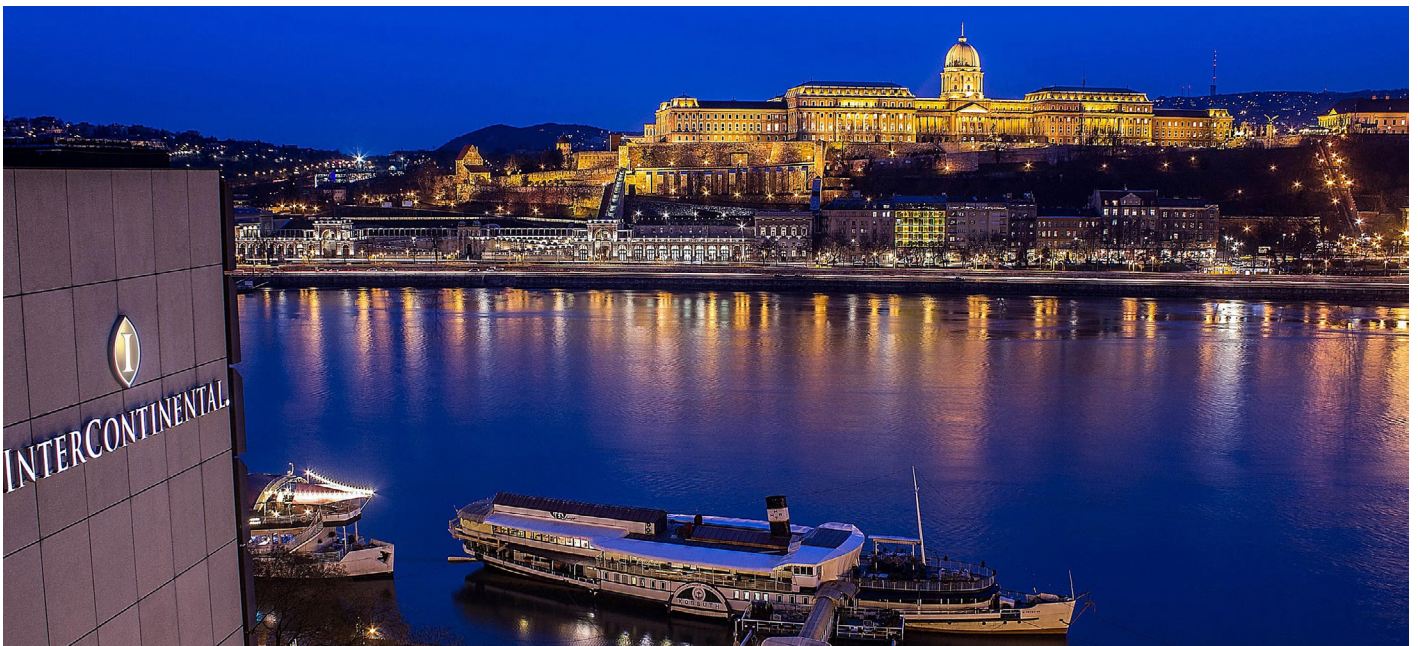




5-STAR BUDAPEST HOTEL UPGRADES TO MOTOROLA SOLUTIONS MOTOTRBO™ ULTRA-SLIM TWO-WAY RADIOS

THE STYLISH YET RELIABLE COMMUNICATIONS ARE DRIVING NEW LEVELS OF STAFF PRODUCTIVITY AND EFFICIENT CUSTOMER SERVICE



INTERCONTINENTAL BUDAPEST

InterContinental Budapest is centrally located, overlooking the Danube with far reaching views to the Royal Palace and beyond. This impressive 5-star hotel boasts 18 exquisite suites, as well as a Presidential suite, and 402 beautifully appointed guestrooms, many of which enjoy fabulous river views. There are also state-of-the-art conference facilities catering for up to 900 people, breakout rooms, an opulent club lounge, spa facilities, a swimming pool and a 24 hr Fitness Centre. Add to this, the all-day dining in the renowned Corso Restaurant and bar, the InterContinental Budapest is an ideal choice for business and leisure travellers alike and has played host to leading politicians, celebrities and sports stars. The hotel was awarded the prestigious title of Leading Business Hotel of Hungary for the third time in the recent World Travel Awards.

CUSTOMER PROFILE

Organisation:
InterContinental Budapest

Partner:
Anico Kft
Radio Systems Kft

Industry:
Hospitality

Location:
Hungary

Motorola Solutions Products:

- 28 x MOTOTRBO SL1600 Ultra-slim Two-Way Radios
- 1 x MOTOTRBO DM4401e Mobile Two-Way Radio
- 2 x Motorola Solutions Multi-Unit Chargers

“We are very satisfied with the new MOTOTRBO ultra-slim radios. Our teams love using them on a day-to-day basis. They are lighter and more ergonomic than our previous handhelds, but they always pick up a radio signal, wherever we are in the hotel, and their batteries last a whole shift, and more. The radios are also very discreet, especially if you use headsets and allow the user to keep their hands free. From our doormen, to concierge, to reception and security, all our staff can now communicate quickly and clearly. It’s no doubt the system is boosting staff productivity and operational efficiency, which ultimately means we are running the hotel more effectively, to the benefit of our guests. And using the DM radio as a repeater means we have a system which was quick and easy to install, is simple to manage and all with minimal infrastructure and training.

Ormosy Gábor, Safety and Security Manager, InterContinental Budapest



CHALLENGE

InterContinental Budapest had been using a Motorola Solutions analogue system with MOTOTRBO™ DP1400 Digital Portable Radios and, previously, Motorola Solutions CP040 4-Channel Commercial Portable Two-Way Radios. The hotel had always been very happy with the performance and reliability of the Motorola Solutions radios. However, the DP1400 devices were aging and no longer meet the needs of staff, so the hotel wanted to upgrade to a digital system that could provide continuous, robust, rapid communications throughout the site. It ideally also wanted discreet, sleek radios, which would aptly reflect the hotel’s elegance and style.

Having always been very satisfied with the Motorola Solutions radios, and knowing that other hotels in their chain, such as InterContinental London Park Lane Hotel and the InterContinental Berlin, were also using the latest Motorola Solutions hardware, InterContinental Budapest started looking for a local Motorola Solutions reseller. Following successful trials, the hotel purchased the radios from Radio Systems, a subcontractor of Anico. Anico is Motorola Solutions Platinum Reseller in Hungary and Uzbekistan and has helped to build Motorola Solutions into the number one radio communications brand in Hungary.

SOLUTION

Having investigated various Motorola Solutions models, InterContinental Budapest selected the dual mode analogue and digital SL1600 radios for hotel staff and security, due to their ultra-slim, sleek design, their simple operation, IP54 rating, long-life batteries and patented antenna for enhanced range. Another feature the hotel particularly liked was the radio’s dual capacity direct mode functionality, which allows it to utilise Motorola Solutions TDMA technology to double the hotel’s channel capacity, without the need for a repeater. Indeed, instead of a traditional repeater, the hotel uses the MOTOTRBO DM4401e Mobile Two-Way Radios as a repeater for the system, to extend range. Radio Systems delivered, programmed and tested the radios, as well as applying for the new digital local frequency licence to run alongside the existing analogue licence. This analogue frequency is now only used in case of a hotel-wide evacuation or emergency,

when more radios need to be deployed to enable staff to effectively manage the situation. Hotel staff then use the DP1400 radios too and SL1600 users change channels using the top toggle switch, so they too can communicate on the analogue channel. On the digital frequencies, meanwhile, the three channels are allocated to three user groups, one for security and two for hotel staff.

Anico originally supplied the radios to Radio Systems and provides ongoing technical support and service; managing the project and supporting both Radio Systems and InterContinental Budapest throughout and post deployment. Miklos Kerezi, Sales Director at Anico comments: “InterContinental Budapest knows Motorola Solutions is the market leader for radio technology; and, view the success of previous deployments and the brand’s popularity in the InterContinental group, it was the obvious choice to continue working with Motorola Solutions.”

BENEFIT

The MOTOTRBO radios are sleek and discreet, an important factor for InterContinental Budapest, considering the prominence of many of their guests. However, the radios don’t just look the part. They deliver excellent coverage, extended battery life, are robust, comfortable to carry around and easy to use, as well as offering interoperability with the previous analogue radios.

Teams can get calls through first time which reduces response times, enhances security and ensures staff can answer customer queries quicker. Operations at InterContinental Budapest are smoother and more effective than ever, as a direct result of the MOTOTRBO radio system. Moving forward, the hotel is currently looking into various accessories, like the Motorola Solutions discreet earpieces and are always open to the idea of any new and innovative technologies from Motorola Solutions.

Usage:

- Group and emergency voice communications across 3 digital channels and 1 emergency analogue channel
- Effective coordination of hotel and security teams in day-to-day operations and emergencies

Benefits:

- The speed of connection, clarity of communications and optimal coverage throughout the hotel is boosting productivity and efficiency
- The sleek, refined design of the SL1600s reflects the hotel’s exclusive image; teams also appreciate the lighter weight and superior ergonomics, compared to previous radios
- The ability to use the DM radio as a repeater and the interoperability with the previous system in the case of large-scale evacuations or emergencies has significantly reduced infrastructure and associated costs
- The radios are easy to use and robust, with minimal training being required, which is important for temporary staff hires