USE CASE
VIP GUEST EXPERIENCE
Safe Hospitality

Operational View

DETECT

VIP GUEST RECOGNISED

A VIP guest or their associated license plate is identified and an alert is automatically sent to guest services and management to notify them of their arrival.

ANALYSE

SITUATIONAL AWARENESS GATHERED

The security operations room receives the alert and all relevant camera feeds are populated. Guest services and management teams identify the individual and their current location.

COMMUNICATE

RELEVANT PERSONNEL ENGAGED

Using two-way radios, guest services and management are dispatched to greet the guest at the appropriate entrance.

RESPOND

OPTIMAL EXPERIENCE COORDINATED

Guest services and management welcome the guest and execute a heightened customer experience.

Technology View

DETECT

- Fixed Video Security
- Avigilon Control Center
- License Plate Recognition
- Watch List
- Radio Alert

ANALYSE

- Avigilon Control Center
- Fixed Video Security

COMMUNICATE

- Radio Communications: Voice & Multimedia
- WAVE PTX: Multimedia Sharing & Broadband Push-to-Talk
- Dispatch Software

RESPOND

- Radio Communications: Voice & Multimedia
- WAVE PTX: Multimedia Sharing & Broadband Push-to-Talk

MOTOROLA SOLUTIONS