# SMART AND SECURE WIRELESS LOCKING SOLUTION FOR HOTELS

## Ruckus Networks + ASSA ABLOY Global Solutions

Innovative hotels are using the Internet of Things (IoT) to transform one of the first and most important customer touchpoints: the door locks and key cards on which every guest relies. Joining forces with the global leader in locks, ASSA ABLOY Global Solutions, Ruckus Networks makes it easy to implement smart, secure wireless online door locks—and build a flexible foundation for tomorrow's IoT applications.

## THE CHALLENGE

You drop your key card unknowingly and a stranger picks it up. How do you protect your valuables? You enter your room at night to go to sleep, but the door didn't close completely. How would you know? You arrive at your room, family in tow, dragging your luggage behind, only to find out the double beds you were expecting are a single king. How much hassle will it take to fix the mistake and switch rooms? You want to extend your stay with a late checkout, but you're told you have to return to the desk to have your keys redone. Do you still have the same warm feelings about your stay that you had a few minutes ago?

Hotels rarely get a second chance to make a good first impression. And nothing ruins a guest's stay—or a hotel's reputation—like ineffective security.

For these reasons, leading hotel operators are exploring IoT-enabled wireless door locks that can be securely reprogrammed as needed, remotely, in real time. Unfortunately, many quickly find themselves bogged down in IoT complexity. Today, IoT applications are highly fragmented, relying on multiple wireless connectivity protocols. A room's wireless door locks, for example, might use Zigbee, while the online thermostat runs over standard Wi-Fi and a panic button uses still another IoT protocol such as Bluetooth Low Energy (BLE). Even if operators recognize the value each IoT solutions brings, they have no desire to implement, support and maintain multiple separate wireless networks. Start deploying IoT hubs for Zigbee/BLE, pulling cable, adding extra switch ports and switches, and the costs add up quickly. Worse, all that complexity makes it even harder to deliver great guest experiences.

## SOLUTION

Now, two industry leaders have joined forces to make wireless door locks and other IoT applications much simpler and more cost-effective. Ruckus Networks is the hospitality industry leader in guest Wi-Fi and IoT. ASSA ABLOY Global Solutions is the world's premier provider of hospitality access control, securing millions of guest rooms every day. Together, Ruckus and ASSA ABLOY Global Solutions offer the first fully integrated, easy-to-manage IoT wireless door lock solution for the hospitality industry. The solution includes:
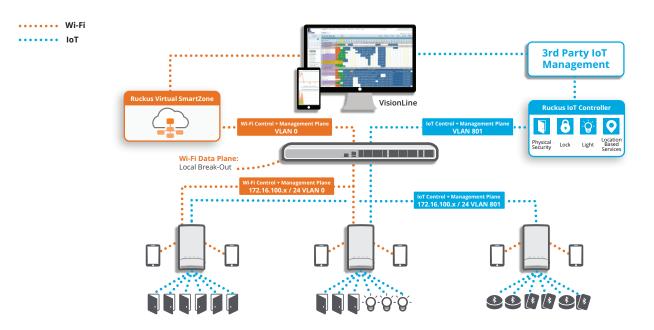
- **ASSA ABLOY Visionline:** The Visionline system combines advanced security, guest smartphone integration and support for practically any door, VingCard branded lock or user. Through the system, hotel operators can centrally control and remotely reprogram door locks wirelessly.

- **Ruckus Networks wireless and IoT connectivity:** Ruckus brings industry-leading Wi-Fi connectivity and wired switching, along with the Ruckus IoT Suite. The versatile Ruckus IoT platform connects IoT devices using multiple wireless protocols over a single infrastructure.

With the combined solution, hotel operators can use state-of-the-art IoT VingCard door locks by ASSA ABLOY Global Solutions to make guest room security easier to manage, more convenient and more cost-effective. They can implement wireless locks without having to deploy separate networks for Wi-Fi and IoT services, reducing costs and complexity. And, once the solution is in place, they can use the same Ruckus IoT Suite to connect a wide range of other IoT devices and services, all running on the same consolidated network. All of a sudden, it becomes much simpler and less expensive to launch new IoT-powered guest experiences and improve hotel efficiencies.

## HOW IT WORKS

In the integrated solution, next-generation VingCard door locks connect over a secure Zigbee network, which in turn links directly to the Ruckus IoT Suite. Each lock communicates with Ruckus IoT-enabled Wi-Fi access points over a secure and encrypted protocol, and communicates with Visionline servers using Ruckus open APIs. The combined solution eliminates the need for a separate Zigbee hub and network, reducing deployment costs and complexity. Additionally, VingCard locks can coexist seamlessly with other IoT devices that hotel operators add to the solution, empowering them to provide a state-of-the-art connected guest room experience.



The Secure Online Door Lock Solution by Ruckus Networks and ASSA ABLOY Hospitality.

The complete solution includes:

- Ruckus IoT-ready Wi-Fi access points
- Ruckus IoT modules
- Ruckus IoT controller
- Ruckus WLAN controller
- Visionline by ASSA ABLOY Global Solutions
- VingCard wireless door locks
- Ruckus Networks ICX switches (optional)

## HOSPITALITY SOLUTION BENEFITS

With the combined Ruckus/ASSA ABLOY Global Solutions platform, hotel operators can build a versatile IoT platform to optimize hotel services and deliver superior guest experiences. And, they can do it with much less effort, at a much lower cost than standard multi-network IoT approaches. At the same time, the joint solution immediately transforms the guest experience in powerful ways:

- **Simpler late checkouts:** Many guests, especially loyalty guests, call the front desk to request a late checkout. With traditional hotel door lock solutions, however, key cards expire at the original checkout time, so guests have to come down to the front desk to update or replace them. With the Ruckus/ASSA ABLOY Global Solutions platform, hotel staff can reprogram the guest's card remotely—no trip to the front desk required.

- **Seamless room changes:** It's common for guests to check into a hotel, lug their bags to the assigned room, only to find they need to make a change. With traditional key card systems, that means heading back down to the front desk, luggage in tow, to get a new room and key cards. With the Ruckus/ASSA ABLOY Global Solutions platform, guests can just call the front desk as soon as they realize they need to make a change. The front desk simply assigns a new room and reprograms the new door lock for the existing key cards. Guests can then proceed directly to the new room, without having to go back to the front desk.

- **Stronger guest security:** The VingCard wireless door lock system includes a variety of advanced security features to protect guests and their belongings. For example, if a guest room door doesn't close all the way, the door lock can alert security or other hotel staff, so they can make sure everything is all right. Door locks can also alert staff to unsuccessful entry attempts. With traditional door lock systems, if a guest drops a key card, someone who finds it could go from door to door until they find the right room and unlock it. In the combined Ruckus/ASSA ABLOY Global Solutions platform, the system notifies security or other hotel personnel after a designated number of unsuccessful unlock attempts. Hotel staff can then instantly, remotely disable that card.

- **Guest mobile access:** The joint wireless door lock solution includes Mobile Access by ASSA ABLOY Global Solutions. Hotels using VingCard RFID locks can give guests a keyless entry option, letting them unlock their rooms with their smartphones via BLE technology.

## GET STARTED

Improving guest experiences and hotel efficiencies doesn't have to mean high costs and technical complexity. Trust two of the world's premier hospitality providers, Ruckus Networks and ASSA ABLOY Global Solutions, to make wireless door locks and other IoT services simple and cost-effective.

Contact us today to learn more.

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