Connected hotel operations

Guest experiences, staff workflows and property systems connect across every stay.



Architectural rendering by JGT Architects

PROPERTY NETWORK

Managed connections across the hotel

Internet & cloud services
Reservations, public website, AI services and public sources

→

Property gateway
Internet connection and routing between hotel networks

→

Managed switching & Wi-Fi
Wired, powered and wireless connections across the hotel

Guest room networks
Guest phone and in-room TV share a room-specific network for casting.

Staff Wi-Fi
Approved staff phones use the mobile workspace and receive work alerts.

Hotel services
Hotel Operations Platform, DBMS, Reception and contactless time clock.

Building automation
Controls, lights, climate and local sensors communicate on a dedicated network.

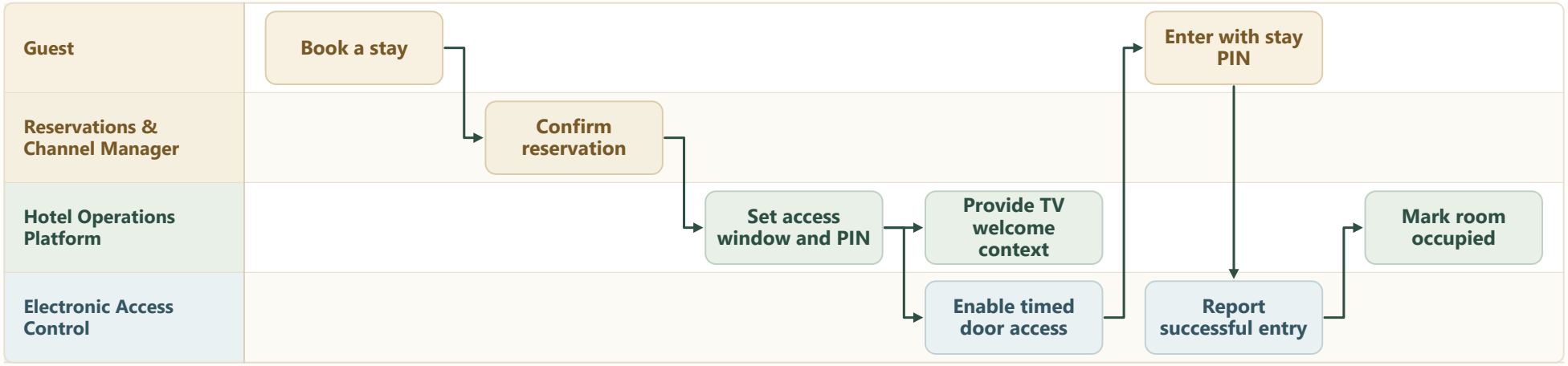
Access & security
Electronic access control, NFC readers, and video surveillance.

Private room connection
Each room has its own network. A guest keeps that room connection when moving between guest access points.

Arrive and connect

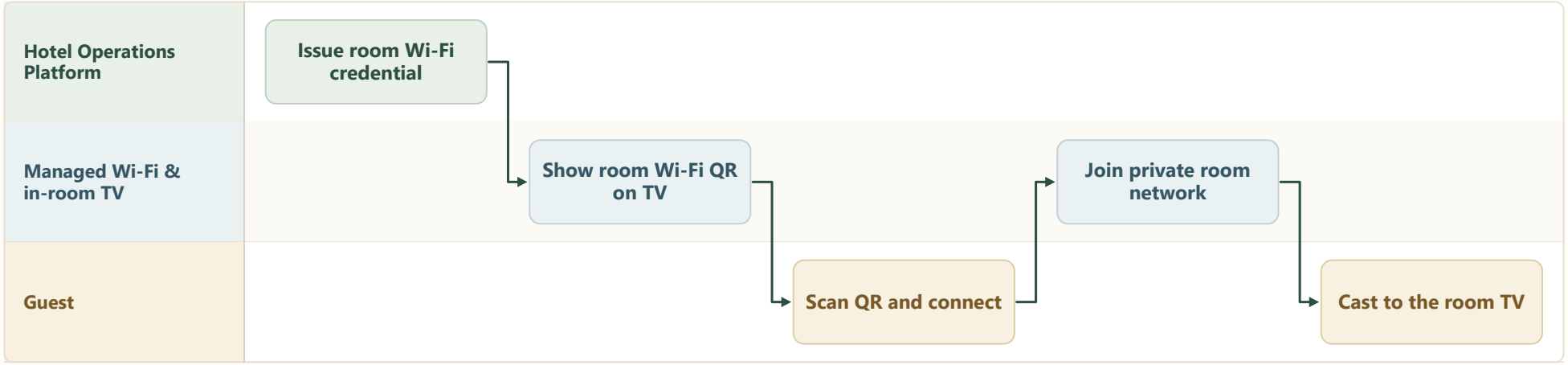
A reservation becomes room access, a personalized welcome and private Wi-Fi.

01 Booking to room entry



The first qualifying door entry marks the room occupied. The in-room TV uses the active stay to display the welcome.

02 Guest Wi-Fi and casting

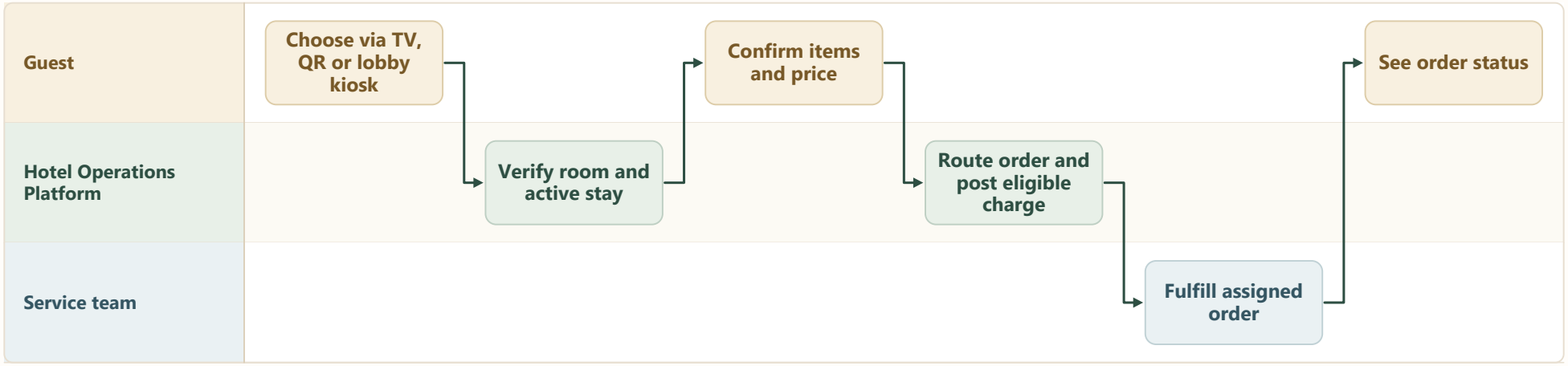


The guest phone and wired TV share the room network. The room connection follows the guest across supported access points.

Enjoy the stay

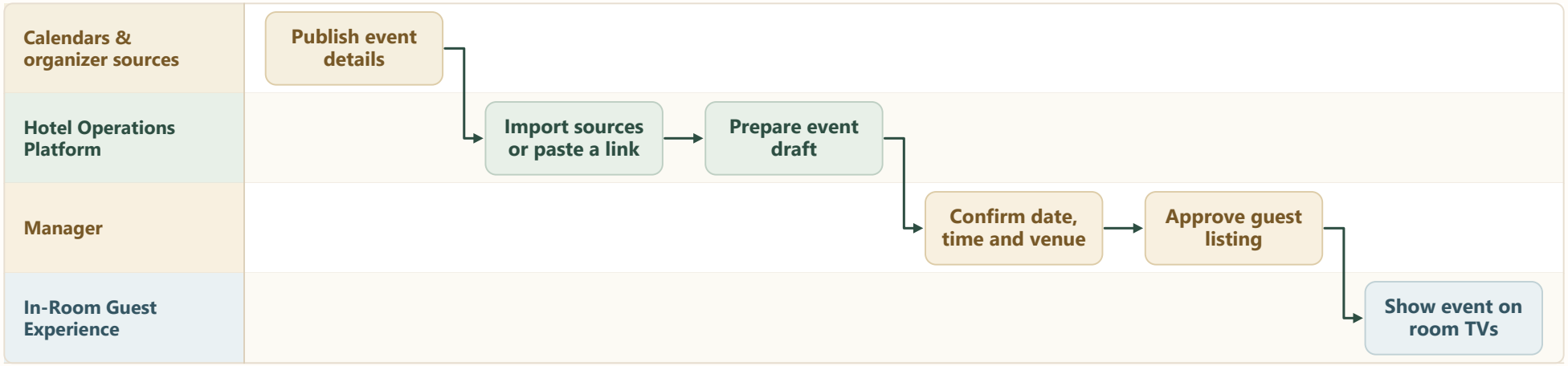
Room service requests and the local calendar are available from the guest's room.

03 Guest ordering and folio



Applicable charges post to the room folio when the hotel confirms the order. Staff can track fulfillment.

04 Local event calendar import

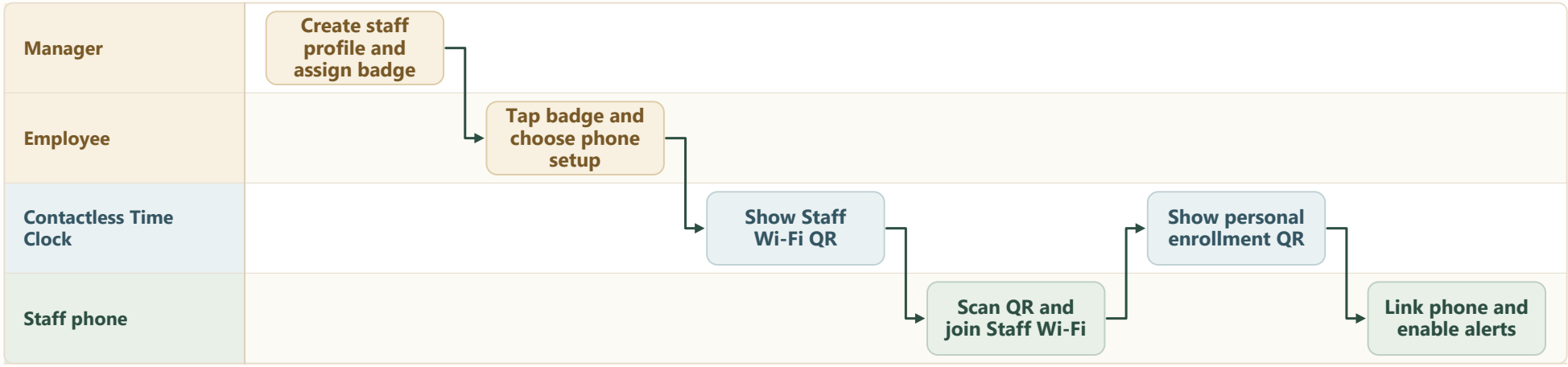


Scheduled imports and individual links use the same manager review before an event appears on guest screens.

Set up the workday

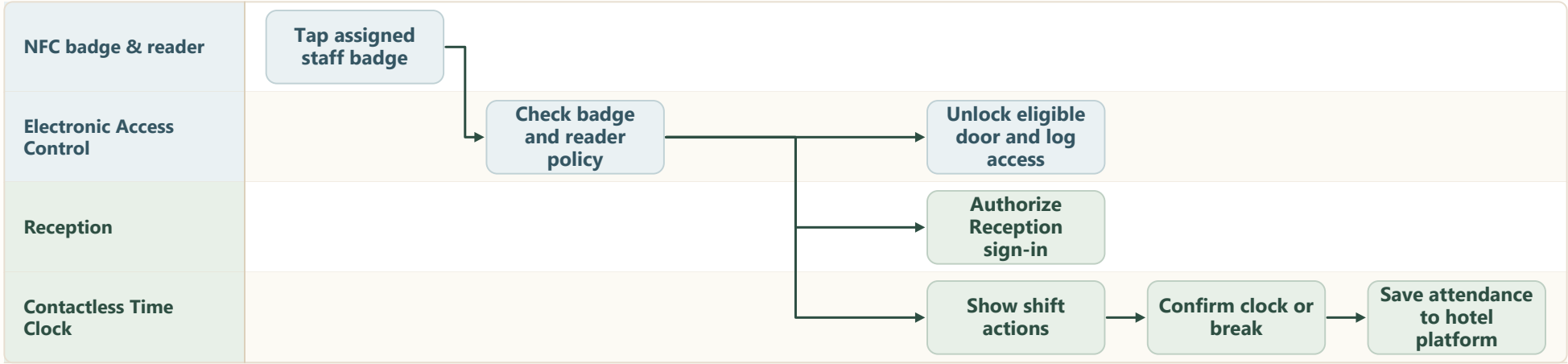
A staff badge starts a secure session, records attendance and links a work phone.

05 Staff onboarding and phone setup



Scan the personal QR, match the codes and confirm at the time clock. Then add the Staff Mobile Workspace to the phone's home screen.

06 Staff badging and timekeeping

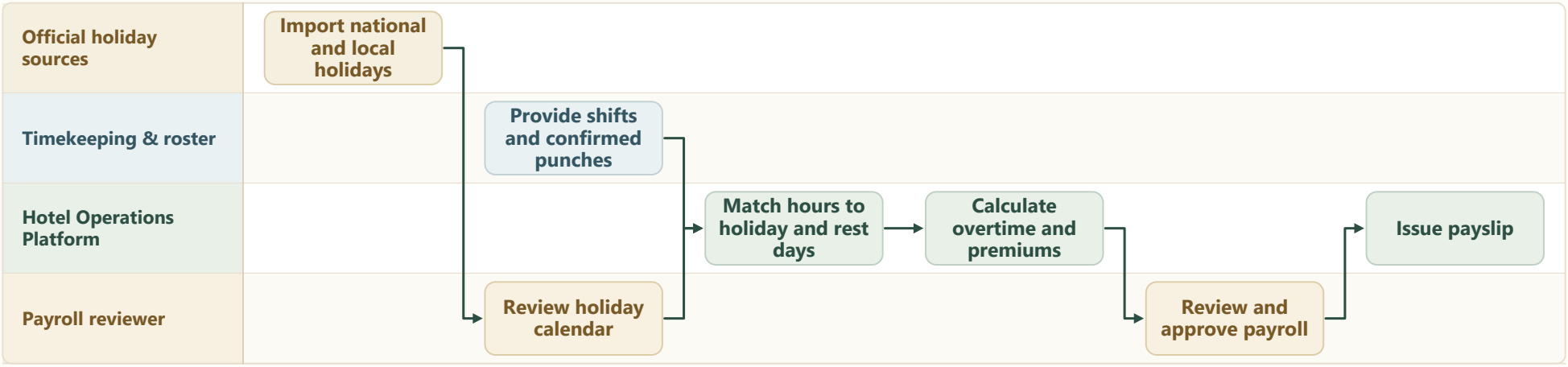


The reader determines the path. Timekeeping records a confirmed clock-in, break or clock-out. Door activity is audited separately.

Pay and support the team

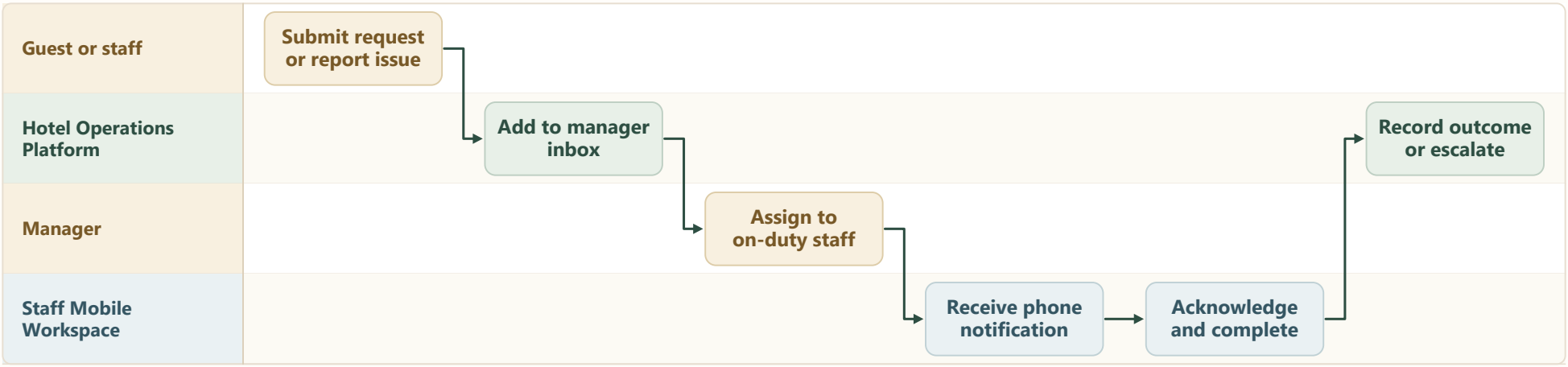
Reviewed attendance feeds payroll. Managers direct service work to on-duty staff.

07 Holiday calendar, overtime and payroll



The payroll rules use reviewed holiday dates, rest days and recorded hours to calculate the applicable pay.

08 Staff dispatch

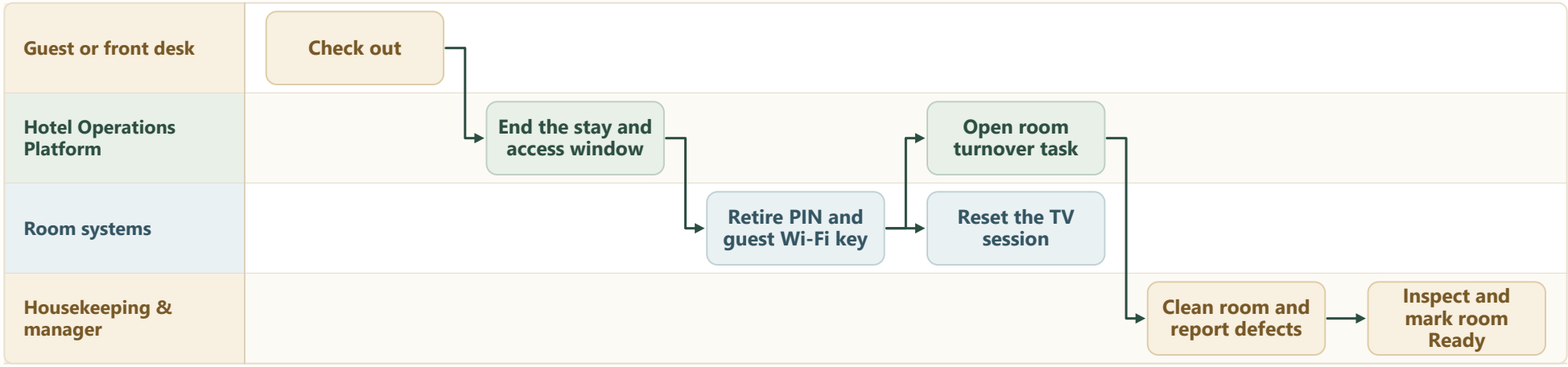


The manager tracks progress as staff complete a service request or report a blocker.

Keep the stay moving

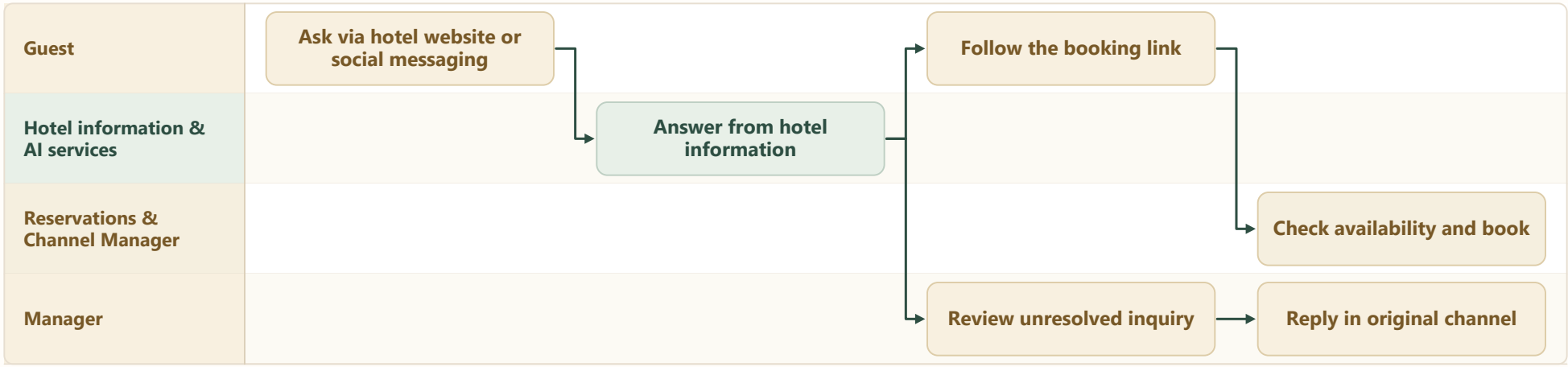
Guest inquiries reach the right person, and each departing room is prepared for its next guest.

09 Checkout and room turnover



The room returns to the available inventory after inspection and approval. Guest access and TV context end with the stay.

10 Website and guest messaging

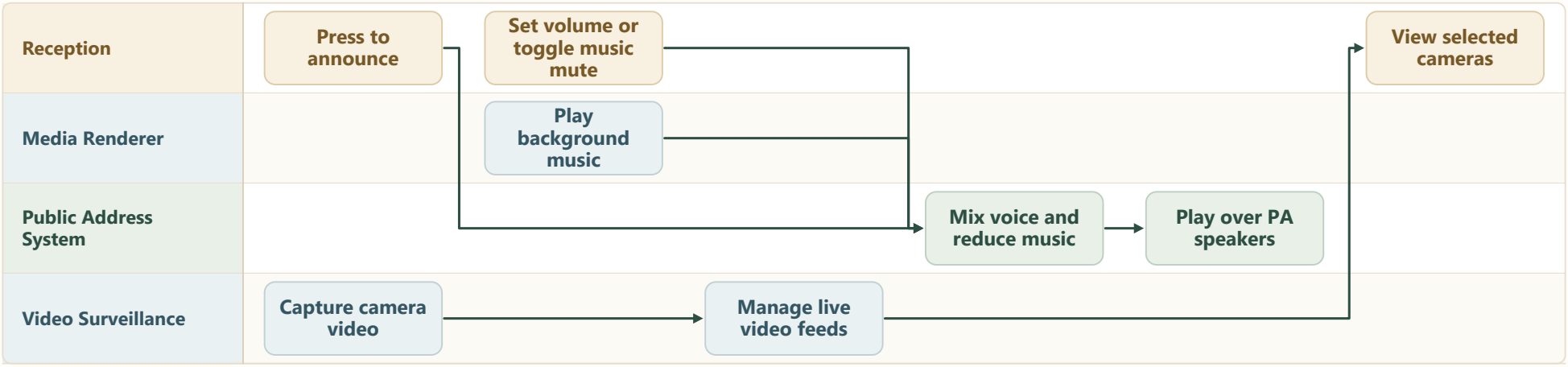


The guest can move from an inquiry to a booking, or continue the conversation with the manager.

Run the property

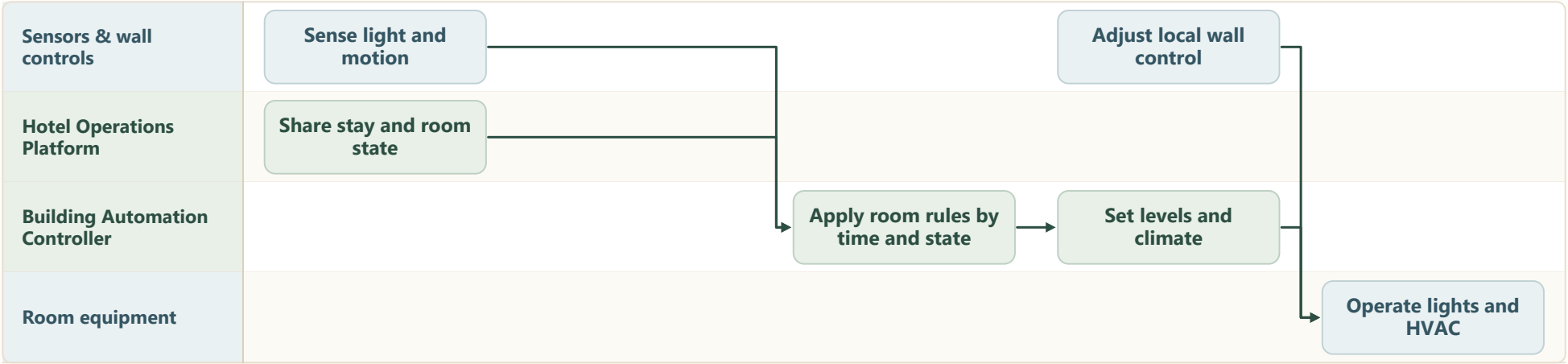
Reception manages announcements and security views while room controls respond locally.

11 Reception audio and security



Announcements lower the music while the microphone is active. Reception controls PA volume, music mute and selected camera views.

12 Room and building controls

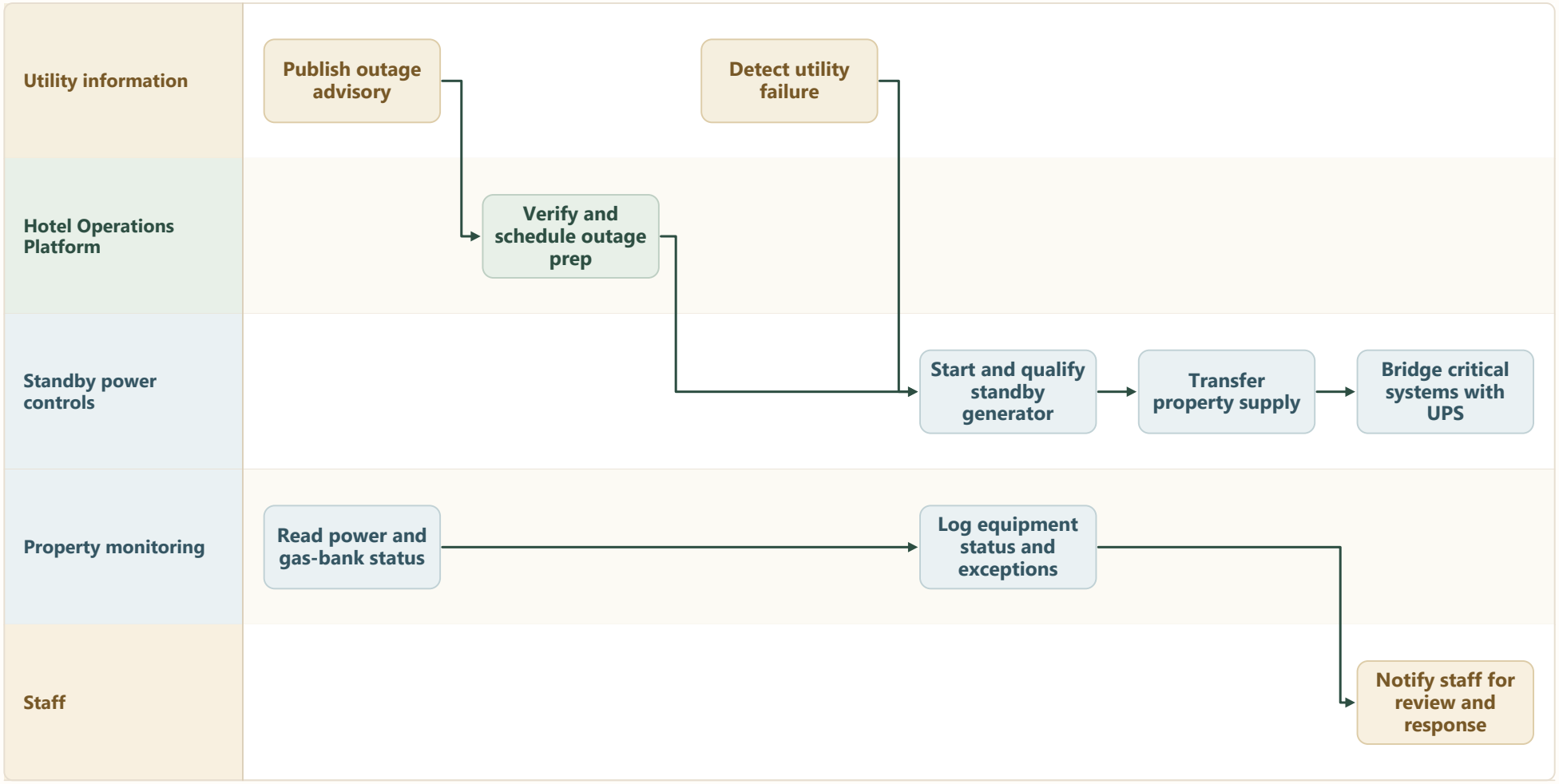


The room adapts to stay state, time and sensor readings. Guests retain local wall control.

Keep the hotel running

Standby power, critical equipment and staff alerts follow coordinated local controls.

13 Outage and property monitoring



The transfer controller also handles a utility failure locally. The UPS supports critical systems during transfer. Equipment and gas-bank alerts reach staff for review.