

**NEW**  **VOICE**



# Safety for the guests



## SUCCESS STORY

The Gstaad Palace belongs to the hotel association "The Leading Hotels of The World" and is one of the Swiss Deluxe Hotels. It is located on a hill above Gstaad in the Swiss Alps and has been in existence since 1913. However, even a renowned hotel must constantly adapt its security system. This was achieved with a comprehensive alarm solution from the Zurich-based company New Voice.

### Mr. Ludwig, what does a hotel that is one of the "Leading Hotels of The World" in all areas do to ensure the safety of its guests?

Security has multiplied once again in light of the Corona crisis. A hotel that has built its reputation for 108 years is expected to have a higher level of security. That's why we, too, have had to constantly adapt our security concepts. The issue of communication has also become much more important since then. In the past, people might have simply trusted that a hotel had a fire protection system.

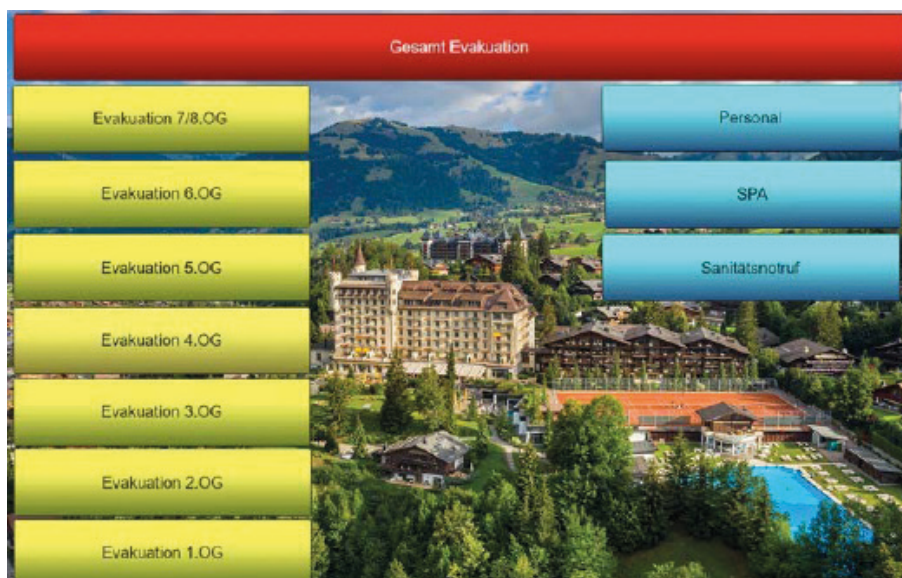
### The top priority is evacuation: How are guests quickly informed in the event of an emergency (for example: fire, bomb threat)?

In a hotel with 90 rooms, 250 employees, around 500 people in a large area, the evacuation scenario is of course a little different than if you find a fire in your own four walls. Such an evacuation cannot be managed without technical aids. A high level of automation, which requires a certain investment, is definitely helpful here. The better and faster we can be, the lower the risk.

## THE SOLUTION

In this challenging project, Swisscom, as general contractor, planned, delivered, installed and commissioned the entire local as well as mobile communication solution. The MobiCall alerting application from the Zurich-based company New Voice ([newvoice.ch](http://newvoice.ch)) was used as an integrated part of the solution. This product is distributed worldwide by qualified partners and is used by many hotel chains and also on cruise ships for all needs in the area of alerting.

The modern and future-oriented communication infrastructure of Swisscom in combination with the MobiCall alerting system allows the targeted and fast distribution of information via all possible information channels. The hotel's technical service can flexibly manage all the necessary alerting procedures (such as evacuation, fire, emergency medical calls, crisis communication and technical as well as emergency medical calls) via the user-friendly management tool, crisis communication as well as technical and IT alarms and lone worker



### How does a hotel guest make an emergency call if there is a fire in their room?

The usual and fastest way is by telephone. Reception and concierge are usually the institutions to which the guest can turn. Our staff would also immediately register e-mails or calls for help. The most direct way is via telephone contact. Then, of course, processes are immediately set in motion - with the staff immediately visiting the room, right up to triggering fire alarms or calls to the emergency call center or police.

### In the event of a fire, all guests must be notified quickly. How do you manage that?

Our fire alarm control center in the hotel represents, so to speak, the emergency concept for the worst of all cases. The fire alarm system transmits all alarm messages in detail to the alarm system. The necessary employees are then informed via the communication infrastructure according to the configuration. If all guests need to be informed, this can be done via the switchboard. The triggering is done purposefully via the telephone or via a web interface. The guests receive a call and the evacuation message is played in different languages (E/D/F). As far as possible, we check from door to door whether all guests have left the room. The same applies to our employees. It is also the duty of our management crew to make sure that no guests or employees are left in the hotel in the event of an emergency.

### The alarm is triggered via the telephone center. Are there other options, such as sending a push message to smartphones?

We have a modern alerting application. This is software with the option of informing employees on a case-by-case basis via an app. In the event of an alarm, we communicate in a differentiated manner using all available options (voice messages, text messages on phones, SMS, app and e-mail). In addition, every employee is trained in how an evacuation proceeds in detail. Our evacuation site is our parking lot in front of the hotel. In cold weather, we also have access to external rooms that would not be affected by a fire.



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