




CASE STUDY

Grend

Unlocking Nature's Cabins:
Grend's Mobile Key Revolution with 4SUITES

 4SUITES intelligent access

UNLOCKING SUCCESS:

Grend

Offers 24-Hour Check-In
with 4SUITES Mobile Key Solutions



Mobile Key Technology in Hospitality

Mobile key technology streamlines guest room access using smartphones, eliminating the need for physical keys or key cards. It offers benefits such as heightened convenience, enhanced security, improved operational efficiency, and cost savings. This innovation also enhances the guest experience by simplifying check-in and check-out processes, promoting personalized service.

Cloud-Based Mobile Keys vs. Bluetooth Solutions

Cloud-based mobile keys emerge as a superior and future-proof alternative. In contrast to Bluetooth-enabled mobile keys, which entail app downloads, Bluetooth activation, and specific phone positioning, cloud-based systems eliminate these constraints.

Leveraging an internet connection, cloud-based mobile keys empower guests to unlock rooms from anywhere, negating the need for physical proximity. This technology ensures unmatched convenience and flexibility. It allows staff to remotely update access rights for scenarios like late check-outs or room changes, eliminating the need for guests to visit the reception. This seamless integration enhances the guest experience, establishing cloud-based mobile keys as the optimal choice for modern hospitality.

The demand for mobile key technology stems from evolving guest expectations for convenience, personalization, and a seamless travel experience. As technology advances, mobile key technology is poised to become a standard feature in hotels, offering early adopters a competitive advantage.





About Grend

Nestled in the remote wilderness near Bø Sommarland, Grend's family cabins seamlessly blend modern comfort with the tranquility of nature. Gently placed in an untouched forest with a short distance to beautiful hiking areas, Grend offers a large and well-equipped cabin in the peace of the forest, perfectly adapted for families with children.

To ensure a secure and hassle-free experience, Grend has incorporated state-of-the-art technology into the cabin infrastructure. Weatherproof locks with integrated Internet of Things (IoT) technology offer a high level of security, allowing guests to enjoy peace of mind during their stay. Guests receive a mobile key through their check-in confirmation email, enabling them to unlock their cabin effortlessly. This innovative approach not only provides individual entry for guests but also allows for independent check-in, respecting the need for privacy that families often seek in a nature retreat.

Key Facts:

- Cloud-based locks from 4SUITES on all five cabins
- Keyless access via Web-App
- Cloud-based PMS Integration with Mews

The Impact of 4SUITES' Mobile Key at Grend's Family Cabins

Explore how Grend's family cabins, designed with foresight, embraced a transformative guest experience by choosing 4SUITES' IoT locks from the outset. This strategic decision introduced cloud-based mobile keys, completely eliminating traditional access methods and enhancing both convenience and security amid the serene wilderness.

By seamlessly integrating their cloud-based PMS from Mews with IoT-enabled locks, Grend provides a 24-hour self-check-in system. With no on-site staff, guests can effortlessly check in via their smartphones and receive their digital key through the confirmation email. This integration underscores Grend's commitment to innovative access management, ensuring an exceptional guest experience.

The Strategic Value of Mobile Key Implementation

4SUITES offers a secure and convenient keyless access solution that seamlessly integrates with Mews. This integration empowers guests to independently check in via their smartphones, and upon completion, they promptly receive their digital key through the confirmation email.

This aligns seamlessly with GREND's vision of leveraging technology to provide their guests with a distinctive experience in nature.

Swift resolutions for challenges, such as lost digital keys or extended stays, are effortlessly addressed through immediate remote access updates. This proactive approach eliminates the need for on-site staff, highlighting the efficiency of the integrated system. Ultimately, this ensures a completely hassle-free experience for Grend's guests, reinforcing the commitment to delivering a smooth and innovative stay.





The Objective

In the idyllic remote setting of Grend, the focus was on seamlessly blending technology into the background, allowing the serene natural surroundings to take center stage while sparing guests from administrative tasks. This vision extends to Grend's diverse guest base, which includes tourists seeking a nature getaway and students seeking extended stays.

As part of this vision, Grend was actively seeking a mobile key solution that not only ensured hassle-free access via a Web App, eliminating the need to download a separate app but also integrated seamlessly with their property management system, Mews, thus creating a harmonious and efficient guest experience for both students and tourists alike.

Enhancing the Home-Away-From-Home Experience: At Grend, the primary objective was to create an atmosphere where guests felt like they were returning to their own cabins. This meant ensuring that the check-in and access processes were not only efficient but also intuitive, all while minimizing the need for staff intervention and maintaining uninterrupted access day or night.

Remote and Real-time Access Management: Another core commitment was to guarantee the safety and privacy of their guests. This was achieved through the use of a seamless mobile key solution, allowing guests to access their cabins with convenience and security in their nature-inspired haven. Access rights can also be managed off-site, providing an extra layer of convenience and security for both guests and the Grend team.

Fostering On-Site Staff Independence and Sustainability: In pursuit of our goals, Grend sought to enhance operational efficiency by embracing cloud-based mobile key technology, reducing the reliance on physical keycards, and simplifying check-in and check-out processes. This approach not only keeps the guest experience a top priority but also facilitates a guest-centric environment without requiring staff on site during guests' stays, promoting sustainability by minimizing the need for traditional keycards.

The Outcomes

Grend achieved an efficient and guest-centric experience by implementing cloud-based mobile keys, ensuring enhanced safety and privacy through real-time access management, and promoting sustainability and reduced on-site staff dependency.

Efficient Guest Experience: Grend successfully improved the efficiency of guest experiences by implementing cloud-based mobile key technology. Guests felt like they were coming home to their own cabins, as check-in and access became intuitive and hassle-free. This achievement minimized the need for staff intervention, allowing guests to access their cabins with independence and ease, day or night.

Thanks to the seamless integration with Mews, guests could also extend their stay remotely, as their access rights automatically updated with any changes to their booking in Mews, further enhancing the overall guest experience.

Enhanced Safety and Privacy: Grend's commitment to safety and privacy was realized through the adoption of mobile key solutions. The seamless mobile key system provided guests with a convenient and secure means to access their cabins, ensuring peace of mind during their stay. Real-time access management capabilities allowed for remote management of access rights, further fortifying the safety and privacy of guests.

Sustainability and Reduced On-Site Staff Dependency: Grend achieved sustainability and reduced staff dependency by transitioning from physical keycards to mobile keys. This shift streamlined operations, reduced waste associated with traditional keycards, and aligned with eco-friendly practices. It also lowered the need for on-site staff during guest stays, promoting a more sustainable and eco-conscious approach in the hospitality industry while enhancing the guest experience.

“When we established GREND, we wanted a scalable system that was based on already established SaaS systems rather than developing something ourselves. We had two simple requirements: there should be no manual handling to check the guests in, and the guests should never need to download an app to access the cabin. The unique combination and integration between Mews and 4SUITES solves all the problems for us and we are looking forward to our new projects.”

Aziz Chaer, Partner - Grend