Hotel Sct. Thomas

Achieves impressive improvements in efficiency and guest satisfaction with cloud-based mobile keys.

4SUITES   intelligent access

UNLOCKING SUCCESS:

Hotel Sct. Thomas
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 Hotel Sct. Thomas

Hotel Sct. Thomas has a rich history, continuously renovated since its 1999 takeover to now feature 72 rooms, meeting facilities, and a large breakfast restaurant. Despite the pandemic, 2021 saw the demolition of two apartments, giving way to further modernization, with plans to upgrade all floors and digital services such as online check-in/check-out and mobile key. The hotel remains committed to providing guests with a cosy, homely stay in modernised surroundings.

Key Facts:
➔ 82 cloud-based locks from 4SUITES
➔ Keyless access via Web-App
➔ Cloud-based PMS Integration with Mews

Empowering Guests and Streamlining Operations

The Impact of 4SUITES' Mobile Key at Hotel Sct. Thomas

Discover how Hotel Sct. Thomas revolutionized guest experiences with the adoption of 4SUITES' mobile key technology. This cutting-edge innovation introduces cloud-based mobile keys, replacing traditional keys and key cards to enhance both convenience and security.

Through the integration of their cloud-based PMS with IoT-enabled locks, the hotel now boasts a 24-hour check-in system, minimizing wait times and simplifying administrative tasks. This integration also facilitates remote access management, showcasing Hotel Sct. Thomas' innovative approach to guaranteeing an elevated guest experience.

The Strategic Value of Mobile Key Implementation

The integration of Mews' cloud-based PMS with 4SUITES' cloud-based access management system has ushered in a new era of guest convenience at Hotel Sct. Thomas. With 24-hour self-check-in capabilities, guests no longer face the wait at the check-in counter. Loss of a digital key is no longer a hassle, as access can be instantly updated remotely. The elimination of the need for an onsite night manager is a testament to the efficiency brought about by this seamless integration.

The installation of smart mobile keys at Hotel Sct. Thomas holds paramount significance in enabling remote access management and self-check-in. This not only empowers guests with greater autonomy but also reduces the hotel's dependency on staff for the check-in process. The outcome is heightened guest autonomy, reducing wait times and freeing up staff for more personalized service.

Moreover, the smart mobile key system from 4SUITES has rendered the onsite night manager obsolete for hotel check-ins and nighttime access. In case of lost access, our system allows for efficient remote management of access rights.

This innovation has significantly streamlined operations at Hotel Sct. Thomas, reducing the time and effort associated with traditional check-in procedures. Consequently, the hotel staff can redirect their focus towards enhancing the overall guest experience, with receptionists now being able to act as hosts again. They can assist guests, if desired, in planning their stay and ensuring a memorable experience.
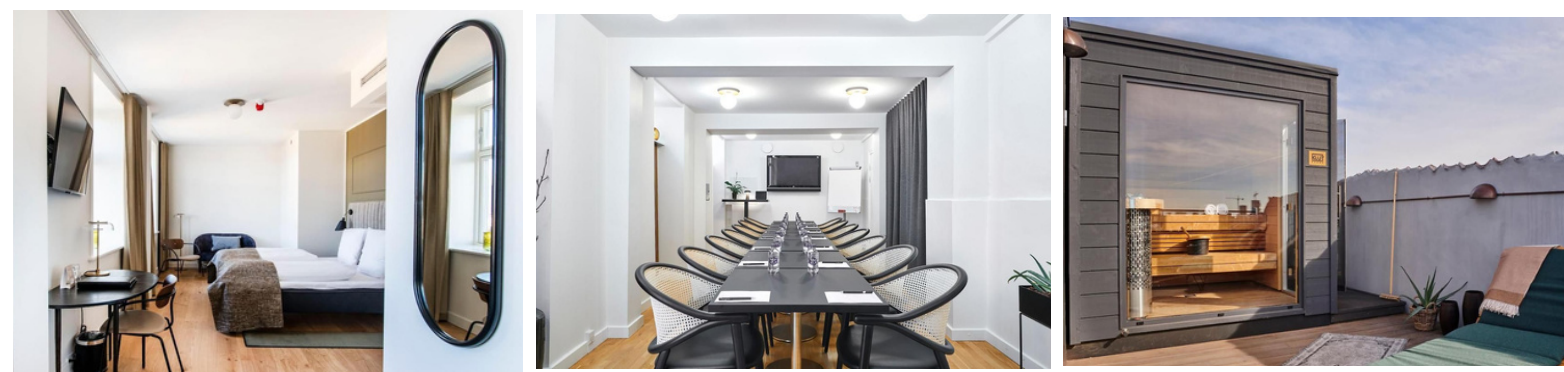
The Objective

Turgut Firat, Hotel Owner of Hotel Sct. Thomas, recognized the significance of providing a swift and user-friendly room access process without requiring guests to download an app. To achieve this goal, Hotel Sct. Thomas set out to find a future-proof solution, exploring cloud-based IoT-enabled locks and mobile keys. This exploration led them to 4SUITES, who presented an ideal solution.

Through the incorporation of cloud-based technology, Hotel Sct. Thomas can now implement 24-hour check-in and automate the check-in process, with the aim of eradicating queues and enhancing overall guest satisfaction.

Enhancing Guest Experience: Hotel Sct. Thomas's primary focus was to deliver a seamless and hassle-free guest experience. Through the implementation of 4SUITES' cloud-based technology, the hotel aimed to eliminate the need for app downloads, introduce 24-hour check-in, and eradicate check-in queues, all geared towards providing guests with a smoother and more efficient stay.

Elevating Guest Satisfaction: Recognizing the significant impact of wait times on guest satisfaction, Hotel Sct. Thomas's secondary goal was to markedly improve guest satisfaction scores. Research indicated that even a 5-minute wait at check-in could lead to a drop of up to 50% in guest satisfaction. By embracing cloud-based IoT technology, the hotel aimed to enhance these scores and cater to the preferences of the 70% of consumers willing to stay at hotels offering self-service technology.

Future-Proofing the Hotel: The third fundamental objective for Hotel Sct. Thomas was to future-proof its operations. Through investments in cloud-based solutions and IoT-enabled locks, the hotel sought to stay ahead of industry trends and evolving guest preferences, ensuring it remained competitive and adaptable in the ever-changing hospitality landscape.

"Fast, simple room access, without app downloads, is essential. With cloud-based IoT locks and mobile keys, Hotel Sct. Thomas embraces the future, eliminating queues, and increasing guest satisfaction.",
Turgut Firat, Hotel Owner of Hotel Sct. Thomas

The Outcomes

The strategic integration of 4SUITES and Mews has sparked a revolution in the guest experience at Hotel Sct. Thomas, ushering in seamless and user-friendly technological solutions.

The implementation of smart mobile keys through 4SUITES has resulted in remarkable improvements, optimizing efficiency, reducing wait times, and delivering significant convenience.

Additionally, the embrace of cloud-based technology and remote access management has empowered the hotel to streamline operations, accommodating flexible guest requests, executing administrative tasks efficiently, and providing 24-hour support. Hotel Sct. Thomas's unwavering commitment to innovation has distinguished them in the competitive hospitality industry.

Efficient Check-In and Room Access: The introduction of 4SUITES' cloud-based mobile key solution has streamlined the check-in process at Hotel Sct. Thomas. Guests can now bypass traditional check-in procedures and access their rooms using their mobile devices, significantly reducing wait times and ensuring a faster, more convenient check-in experience.

Enhanced Operational Efficiency: The adoption of cloud-based technology and remote access management has led to substantial operational improvements. The hotel can remotely manage access, simplifying room assignments, addressing guest requests, and handling administrative tasks. The need for on-site staff to handle late-hour issues, such as lost keys, has been replaced by the ability to reprogram keys remotely.

Elevated Guest Experience: Remote access management further enhances the guest experience by providing flexibility and control. The team can easily update access rights to accommodate guest preferences, such as room selection and late check-out requests.

Hotel Sct. Thomas's steadfast commitment to delivering a seamless and innovative experience through these implementations positions them as an industry leader in the competitive hospitality landscape.