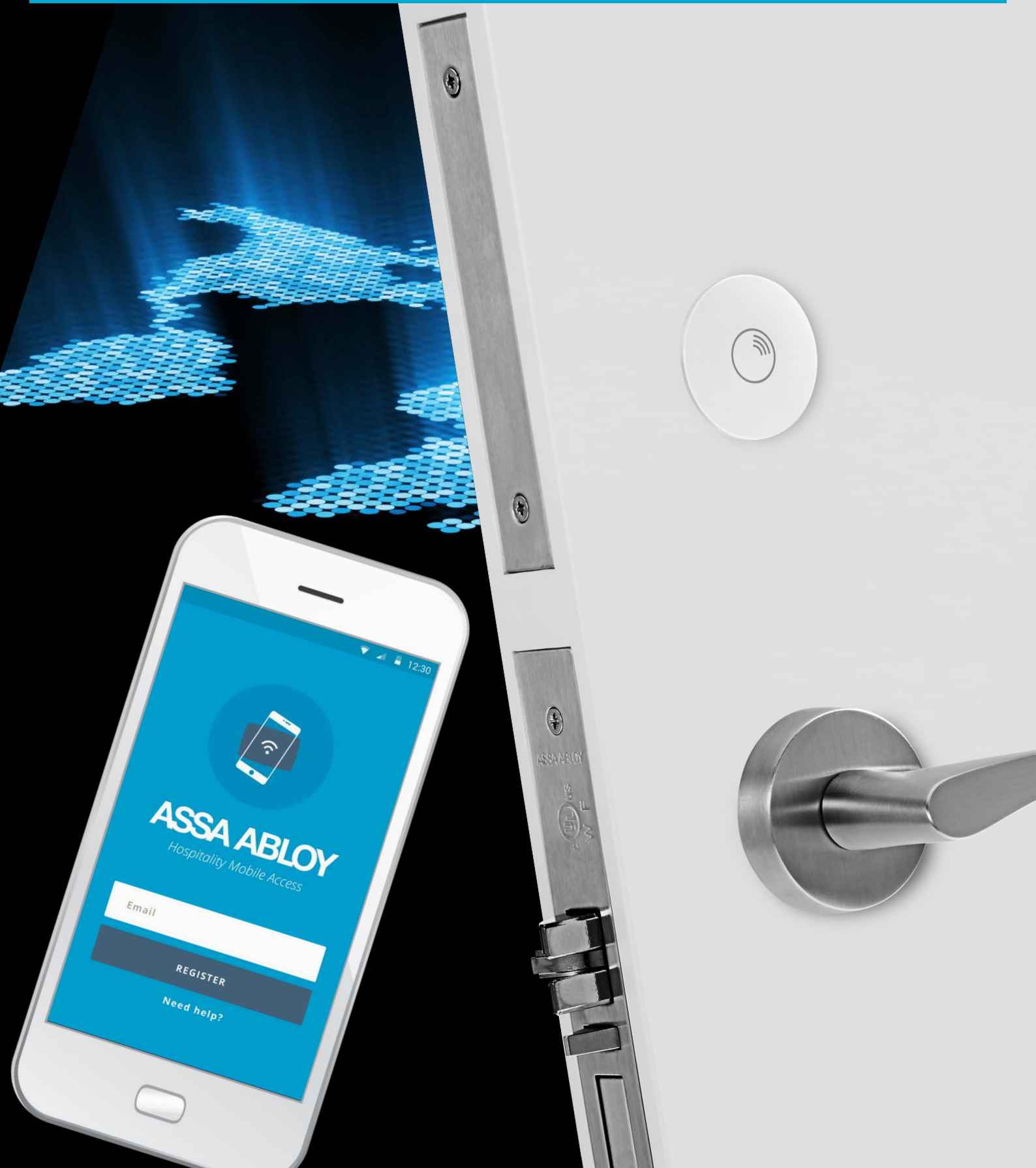# Mobile Access Solution

ASSA ABLOY
Global Solutions

Hinti GmbH
Hotelsupplies
www.hintigmbh.ch

The global leader in
door opening solutions

ASSA ABLOY
Hospitality Mobile Access

Email

REGISTER

Need help?

The next generation of hospitality

With the new Mobile Access by ASSA ABLOY Global Solutions your guests can skip the front desk, using their smartphone or watch as a secure key. This new solution maximizes operational efficiency, guest loyalty and convenience, as well as reducing costs and driving revenue.

The smartphone has become a central part of our lives, and hotel guests increasingly expect smart mobile devices to be the basis for their travel experiences. Recent industry research shows that more than 70 percent of travelers would be likely to use their smartphone to check in and bypass the front desk. Close to 70 percent would choose a smartphone-enabled hotel before a non-enabled hotel.

This trend is increasing with the younger millennial generation becoming a growing part of the overall travel population. As smartphones get even smarter, tech-savvy consumers increasingly expect this kind of functionality when travelling.

A Mobile Access solution from will help you to address these needs by making VingCard RFID locks at your property operable with mobile devices through Bluetooth Low Energy technology. It is a highly advanced mobile phone-based keyless entry solution developed specifically for the global hotel market.

This solution adds great value to the guest experience by removing queuing for check-in and keycard encoding. It also has the potential to boost your property's overall profitability by adding value and relevance to your hotel's mobile communication strategies and streamlining front desk operations.
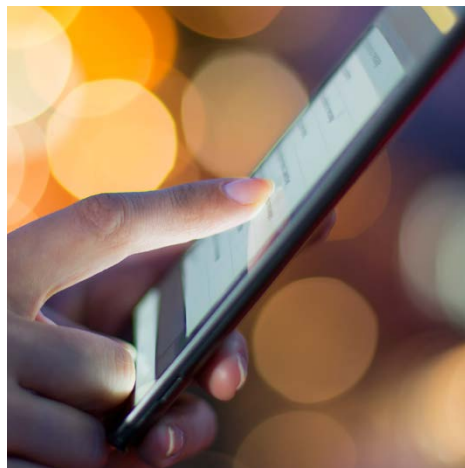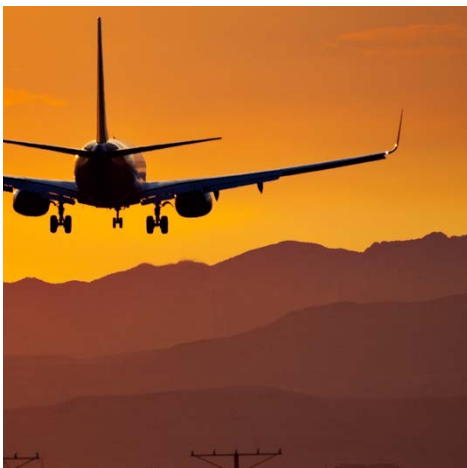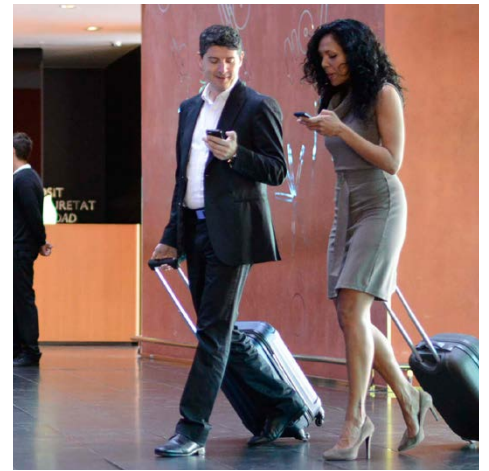
~70%

prefer to use their mobile phones to check-in

Benefits for the hotel guests

Unique user experience
Mobile Access offers guests a whole new hotel experience. Dependent on the solution deployed they could reserve and book their room using their mobile phone or device. Then, they can use the phone to check in and check out.

Skip front desk - No queues
When they arrive, they can go straight to their guestroom and use their own smartphone to open the door. No need for keys or keycards. No need to wait in a queue at the front desk after a long journey. This seamless experience is secure, convenient and saves everyone time.
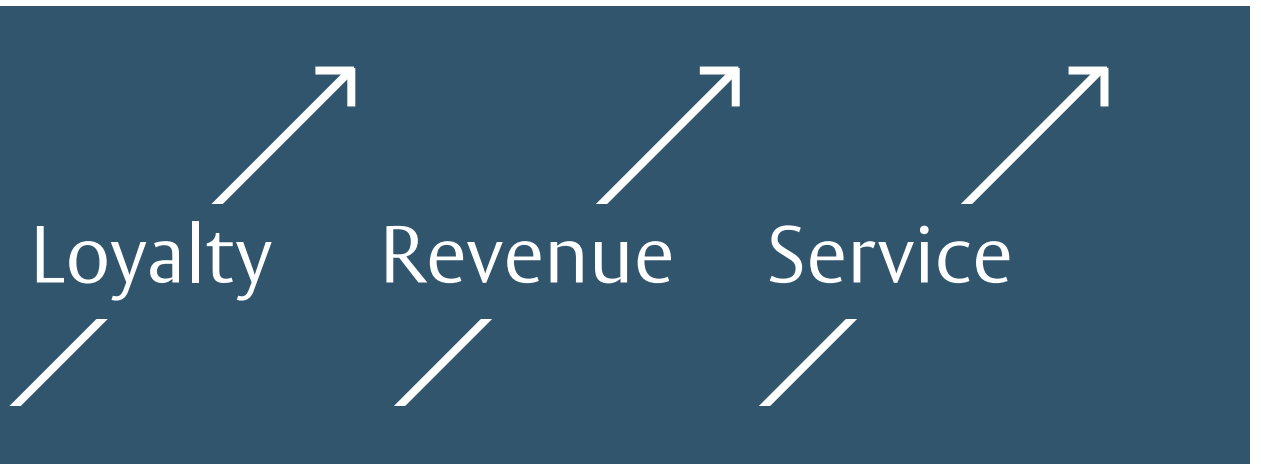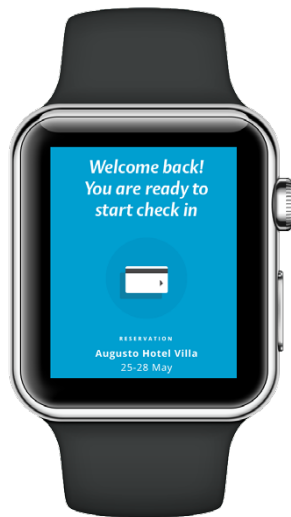
Benefits for the hotel

Better guest experience
In improving service levels and guest experience, Mobile Access builds customer loyalty as well as the hotel's image and brand. A central feature such as a mobile key adds value to the hotel's mobile strategies, making them more relevant to the hotel customers.

Operational efficiencies and guest service
On the operational side, it streamlines front desk operations, reducing costs and freeing up the front desk team to focus on other important aspects of guest service.

Increased loyalty & profitability
Mobile Access facilitates one-to-one communication with the hotel guests, ultimately driving customer loyalty and revenue. Together all the benefits of Mobile Access lead to strengthened hotel image and guest loyalty, more efficient operations that reduce cost and drive revenue, improved profitability and increased competitiveness.

Welcome back!
You are ready to start check in

RESERVATION
Augusto Hotel Villa
25-28 May

Loyalty   Revenue   Service

Three different solutions

You can choose between three variants of the solution depending on your needs.
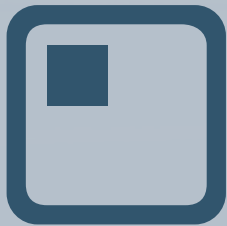
Customer Integration

This solution is created for hotels with their own app initiatives that want to integrate mobile access into their own apps and back end systems. ASSA ABLOY Global Solutions provides a Mobile Access Software Development kit (SDK) together with dedicated onboarding services to facilitate seamless integration.
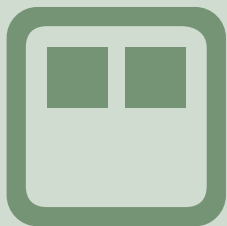
Third Party Certified Partner App

This solution suits hotels that want mobile app functionality beyond just access control, but don't yet have their own in-house app initiatives. They can here pick a solution from one of our selected app specialist partners, who through our Certified Partner Program already have integrated our mobile access functionality into their products.

ASSA ABLOY Global Solutions Mobile Access App

This is our own ready-to-use, off-the-shelf solution. The app suits hotels that want to provide basic mobile access solutions to their guests in a simple to use format. There are no integrations or third-party dependencies required.

We publish a general app that is available in the App Store and on Google Play. Through an administration portal, hotels can customize their digital key graphics to reflect company branding or design. This will then show in a "Passbook" inspired style for the hotel to use.

ASSA ABLOY Global Solutions Certified Partner Program

Criteria to be approved according to ASSA ABLOY Certified Partner Program:
- Signed our Software Development Kit license agreement
- Attended our certified onboarding training
- Received a certification of the app by ASSA ABLOY Global Solutions after test
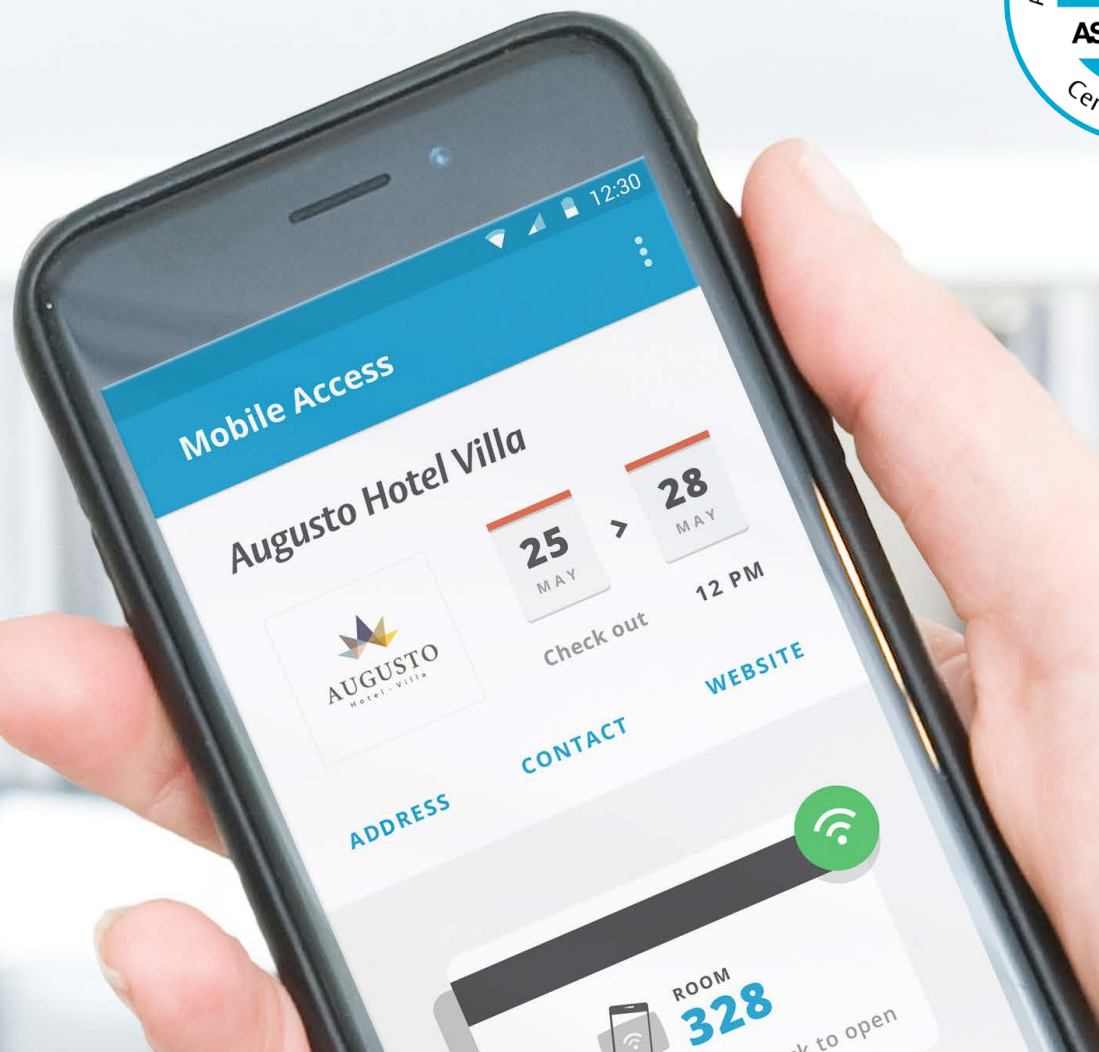
Replaces keys with mobile phones

ASSA ABLOY Global Solutions Mobile Access is powered by Seos, the world's first multi-platform ecosystem for issuing, delivering and revoking digital keys across a broad range of smart devices, including mobile phones.

The Seos protocol meets the most stringent security standards and includes secure messaging, strong authentication and data confidentiality. With Seos, mobile phones can replace mechanical keys and access cards and open doors to for example homes, hotels and offices. Experts from different parts of the ASSA ABLOY Group have joined forces to create Seos.

How it works

Irrespective of the solution deployed, the same core mobile access will give guests an experience that is convenient, secure and time-saving.

1 The hotel guest downloads the app, registers his/her smartphone through the app and allows push notifications.

2 The guest makes a reservation and approximately 24 hours before arrival, he/she is invited through a push notification to use mobile keys and start the check-in process.

3 The guest receives a push notification noting that he/she is checked in and the app will update with the room number and the mobile key when the room is ready.
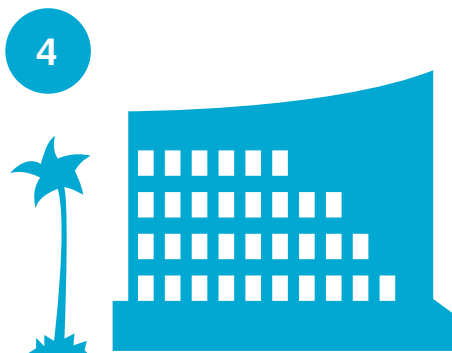
4 On arrival the guest can bypass the front desk and go directly to his/her room.

5 After ensuring that the Bluetooth is enabled, the guest simply holds the smartphone to the door lock, waits for the solid green light and enters the room.
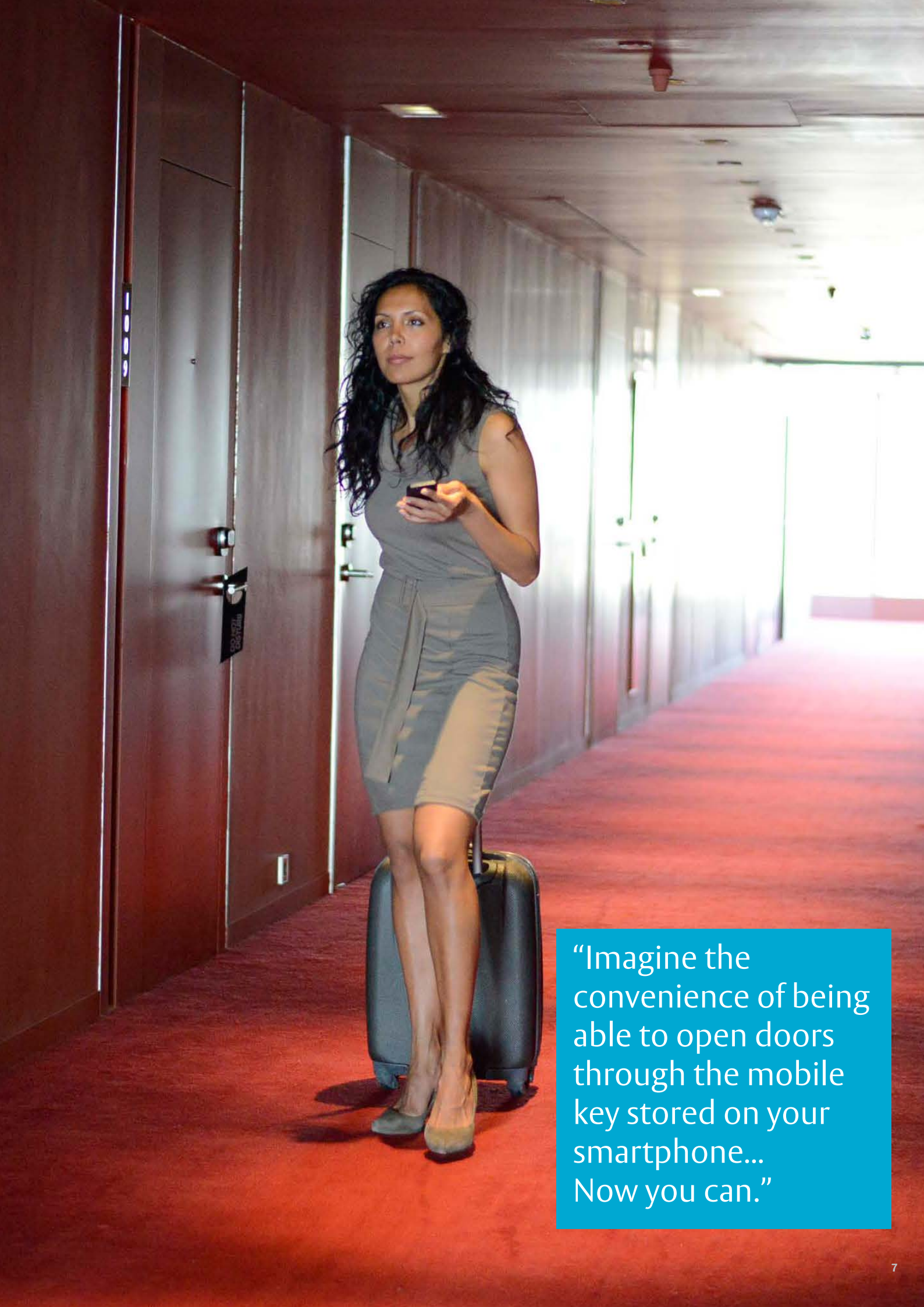
"Imagine the convenience of being able to open doors through the mobile key stored on your smartphone…
Now you can."

Technical requirements

Lock system
The latest generation of VingCard´s RFID locks Classic, Signature, Essence and Allure are all compatible with Mobile Access. The only thing needed is to add a small Bluetooth Low Energy board to the lock.

Classic RFID   Signature RFID   Essence   Allure
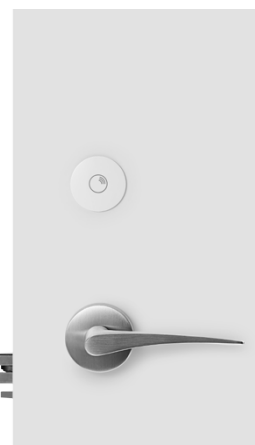
Even with older versions of lock systems it's possible to install Mobile Access. You can keep most of the lock hardware and just upgrade the reader electronics to the latest RFID version and add the Bluetooth Low Energy board.

Software
The latest version of Visionline is needed together with a Mobile Access license option.

It connects securely to the cloud-based ASSA ABLOY Global Solutions Mobile Access services.

Issue mobile key

The lock decrypts the mobile key and unlocks the door.

6

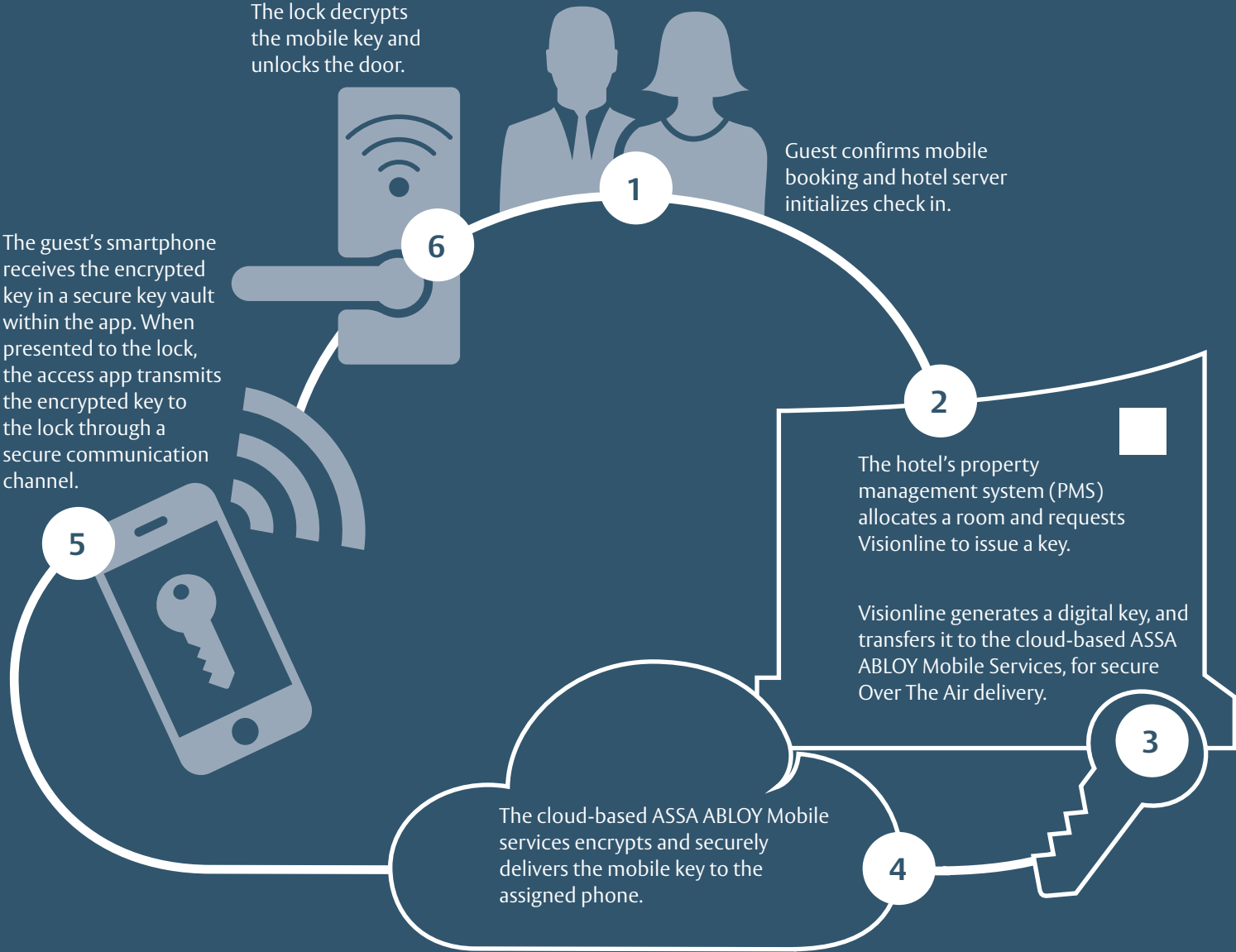Guest confirms mobile booking and hotel server initializes check in.

1

The guest's smartphone receives the encrypted key in a secure key vault within the app. When presented to the lock, the access app transmits the encrypted key to the lock through a secure communication channel.

5

2

The hotel's property management system (PMS) allocates a room and requests Visionline to issue a key.

Visionline generates a digital key, and transfers it to the cloud-based ASSA ABLOY Mobile Services, for secure Over The Air delivery.

3

The cloud-based ASSA ABLOY Mobile services encrypts and securely delivers the mobile key to the assigned phone.

4

VISIONLINE VingCard access control software system that manages and generates room keys. Locally hosted at the property.

Why us?

ASSA ABLOY Global Solutions has been the global leader in hotel security technology for nearly 40 years, with products installed in properties all over the world, securing millions of guestrooms globally. The company's comprehensive range of security and technology solutions is comprised of VingCard electronic locks, Elsafe in-room safes, integrated software platforms and advanced mobile access solutions. Its latest innovation, Mobile Access, provides advanced security for hotels and augments the stay experience for today's tech-savvy guests. Worldwide, best-in-class customer service and support is available in more than 166 countries.

As part of the ASSA ABLOY Group, the global leader in door opening solutions, ASSA ABLOY Global Solutions has access to a global center for software and electronics development. The Mobile Access solution is the result of long-term corporate investments across the Group's divisions. With tens of thousands of hotel locks already deployed, our mobile access technology has been tested and proven.

Future-proof Technology
In order to provide "Future-proof" technology solutions, ASSA ABLOY Global Solutions maintains a dedicated global product development team that is continually researching and implementing updates to our applications and solutions. This means that when new mobile phones or operative systems are released (both iOS & Android) you can always trust that our solutions are up to date and compatible with current technologies.

Reliability
The platform and hosting environment are designed and scaled for high traffic and high reliability. Our offer includes technical support, training sessions and comprehensive Service Level Agreements.

Security
The overall system security, powered by Seos, is derived from best in class cryptographic standards defined by NIST (National Institute of Standards). When sending the mobile keys to a user's mobile device, a mutually authenticated channel between the ASSA ABLOY Mobile Services and the mobile device is established, ensuring safe delivery of the key. Likewise, when using the mobile key at a lock, a mutually authenticated channel is established between the mobile device and the door lock. This ensures a secure, private transaction that cannot be "sniffed" independent of the Bluetooth protocol.

Onboarding services
We have a comprehensive "onboarding" program, with dedicated teams that work to facilitate and assist your processes, so you get started as quickly and smoothly as possible.

The day when the key and keycard – as we know them – finally become digital is coming sooner than most people realise. When that happens what people will be left with is something intangible – an experience. People will want a brand they know and trust to deliver that experience to them.

Please contact us to learn more about our industry-leading mobile access solutions and how we can assist you in implementing them at your property(ies).

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