

BEYOND SECURITY



# Mobile Access Solutions

Issue and manage  
guest keys on  
mobile devices —  
*with Kaba.*



# Deliver a new level of *Service and Convenience.*



## *Merging secure mobile access solutions with guest convenience.*

The mobile mindset of today's generation requires choice of service. With Kaba's Mobile Access Solutions, hoteliers can meet those demands by turning the mobile device into a service tool, providing a convenient way for a guest to fully control their travel preferences. From secure room access, to taking advantage of hotel accommodations and services, in-stay features available on mobile devices simplify travel and enhance the overall guest experience while driving revenue and adding value to the hotel brand.



*A well executed mobile strategy simplifies travel, enhances the guest experience and streamlines hotel operations all while driving revenues and adding value to your brand.*

## *Connected guests are loyal guests.*

Mobile connectivity represents a genuine opportunity for hotels to increase loyalty thereby enhancing the value of their brand. Personalized and connected experiences through mobile devices opens the door for hotels to offer additional food, beverage, amenity packages and other concierge services that drive incremental revenue.

Hotels maximize many marketing benefits when they address its guests' mobile lifestyle. Brands that consistently provide superior experiences by leveraging their guests' mobile connectivity are not only able to remain relevant, they also strengthen brand loyalty.

By utilizing mobile messaging for amenity marketing and selecting accommodations, your guests will likely use their mobile device to explore hotel or resort offerings prior to making reservations.

Mobile connectivity allows them to book directly with your property, bypassing online travel agencies.

Kaba makes  
mobile access  
a reality —  
*simply and  
securely.*



*Convenient, reliable and secure for both the hotel property and guests, Kaba's Mobile Access Solutions is a secure, end-to-end mobile credential application utilizing Bluetooth Low Energy (BLE), the preferred communication technology for Kaba mobile-enabled RFID hotel locks.*

One of the primary responsibilities of a property operator is guest security. Kaba leads the industry in developing and implementing total-enterprise security for guest doors, public spaces, and physical access in RFID, BLE and other platforms. Kaba's Mobile Access Solutions integrates seamlessly with the hotel's electronic locking system providing a state-of-the-art, cloud-based platform to securely issue and manage keys on the latest mobile operating systems. Kaba's mobile key delivery is communicated via LEGIC Connect, a subsidiary of Kaba.

### *Going mobile keeps guests moving.*

With the mobile access solutions, guests have the ability to bypass the front desk check-in process and go directly to their room –and can move freely about the property using their mobile device to access any public area in the hotel requiring a room key.

### *An app a day.*

For hoteliers, the mobile app has emerged as the most effective platform for presenting their service offering to their guests. The integration of Kaba's Mobile Access Solutions with a hotel's electronic locking system is made possible by the Mobile Key Software Development Kit (MK-SDK); the tool that enables the interface that manages and secures the key on a mobile device.

#### *Typical Development Options*



- Customer Specific Integration (CSI) – for those hotels capable of leveraging their scale to develop apps and services across a single or multiple brands. Their app blends the mobile key functionality by using the

Kaba MK-SDK. Kaba will provide all documentation and support, while the hotel publishes and maintains only their app in various stores.

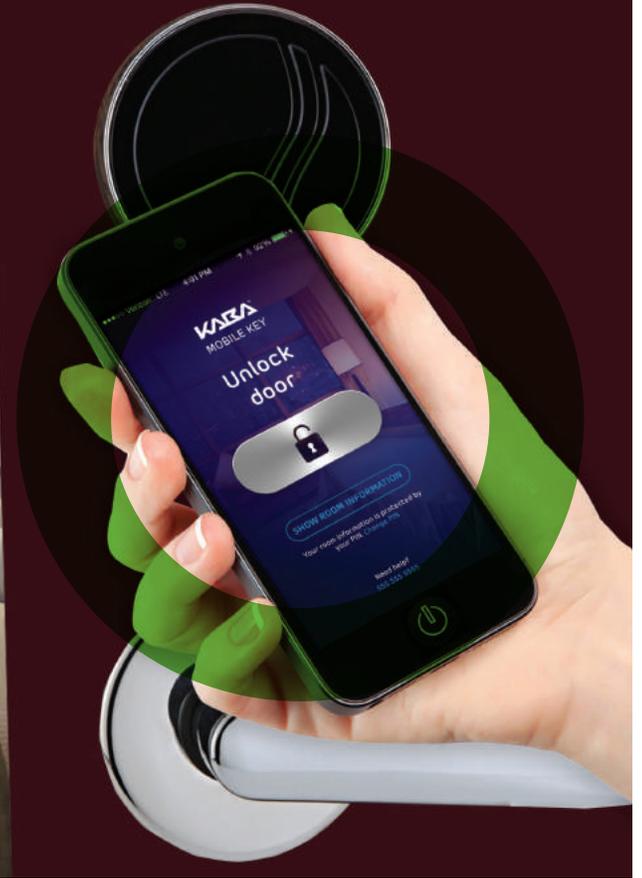
- Partner Integration (PI) – similar to the CSI, with app development being performed by authorized third party vendors. This mobile app is then used by the hotel as if it were their own.

Choosing either option, hotels can issue and manage keys on mobile devices to access guestrooms and other public areas equipped with Kaba mobile enabled RFID locks.

*Kaba RFID locks ensure a seamless integration for end-to-end security*

*An overall mobile platform integrated with Kaba technology, delivers a more personalized interactive guest experience.*

Kaba RFID hotel locks are the basis for a simplified transition to reliable mobile access. With Kaba's Mobile Access solutions, hotels can issue and manage keys on mobile devices to access guest rooms equipped with Kaba mobile enabled RFID locks. Many Kaba RFID locks currently in use can be converted to Bluetooth Low Energy (BLE) for mobile access applications. Kaba's latest RFID door locks give operators a flexible choice for guest entry options when the time is right to go mobile.



*Kaba's cloud-based mobile access system combines technology and convenience to improve the hotel's security investment – and guest services.*

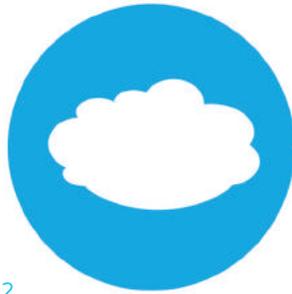
Kaba is an innovator in technologies that enable the issuance and management of secure mobile credentials for hotels of any size. Kaba's mobile access credential delivery is enabled via LEGIC Connect. The LEGIC Connect service operates in a high-secure and scalable data center.

The system can be easily extended to other applications such as accessing parking areas or elevators. LEGIC Connect ensures that the deployment of electronic room keys stays in the background, while operations at the front desk remain the same.



1  
Property Management System Interface

The mobile key is pushed from the front desk from Kaba System 6000 or Atlas software systems to LEGIC Connect.



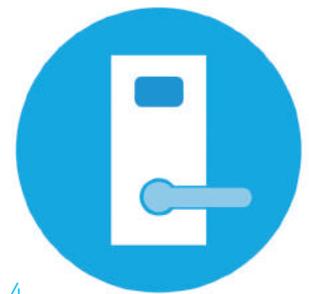
2  
LEGIC Connect

LEGIC Connect administers the security and authenticates guests. The only information sent to the cloud is guest stay information and unique mobile identification.



3  
Guest Mobile Device

Once the guest has received notification and downloads the app, the mobile key is received by the app on the guests mobile device. Upon arrival, guests can proceed straight to their room.



4  
Kaba RFID Bluetooth Low Energy Lock

The guest presents their mobile phone to the lock. The BLE module housed in Kaba hotel locks communicates with the guests mobile device allowing access to their room.

# Service innovation optimizes *the customer experience.*

*Service innovation is defined by our ability to provide outstanding customer service and deploying our technology to optimize the customer experience.*

Outstanding customer service is what drives customer acquisition and retention. As a service innovator, we invest in the customer experience by taking full control of our service processes to provide a level of quality that is second to none.

Every customer interaction is relevant. Our customer support team is on call – live, 24/7, 365 days a year and our dedicated sales hotline is conveniently open 8:30am – 5:00pm, every business day.

In addition, our customer support website provides extensive product information where you will find installation manuals and video tutorials for both locks and systems. Kaba provides best in class customer service throughout the entire life cycle for every product installation including training, after-sales support, tailored service plans and extended warranty programs.

Our online web-stores feature a full-range of aftermarket products including keycards, replacement locks and safes. We offer onsite staff training and continuing certification programs conducted by certified Kaba systems experts – all to achieve greater customer satisfaction. Developing our service processes makes every aspect of our customer relationships and business partnerships vitally important.



## *Deploying new technology*

With its sleek, minimalist design, the Confidant RFID combines contactless technology with exceptional design to create an ultra-modern, versatile BLE lock, ideal for retrofit or new installations.

Confidant functions with both Ilco and Saflok systems.

*"One essential ingredient for the Kaba Group's successful operations is fostering long-term relationships with customers, employees, suppliers, sales partners and investors. Building on these partnerships, we want to expand our position and continue to grow sustainably by investing in new products and markets."*

*–Riet Cadonau, CEO Kaba Group*

## Why choose Kaba mobile access solutions and RFID hotel locks?

For better than 150 years, Kaba has been committed to developing product solutions for its customers that uniquely combine maximum security and practical functionality. Its growth is driven by innovation and market demand for solutions offering a comprehensive product portfolio relevant to customer requirements in terms of security, sustainability, organizational efficiency and convenience. With more than 9,000 associates worldwide, and 450 registered patents in 60 countries, Kaba continues to set the standard for developing new technologies and innovative solutions to fit the ever-growing needs of our customers – beyond security.

### *Kaba adds to the luxury at the Langham*

The Langham, Chicago's premier guest hotel chose Kaba's Quantum RFID mobile-ready door locks for all 316 luxury guest rooms and suites. While enhancing the guest experience, the platform was specifically selected for future mobile access capability. Quantum locks link to Kaba's Messenger 6000 wireless network, to provide a smooth interface with the property and energy management systems.

### *Modern mobile access define VIP services*

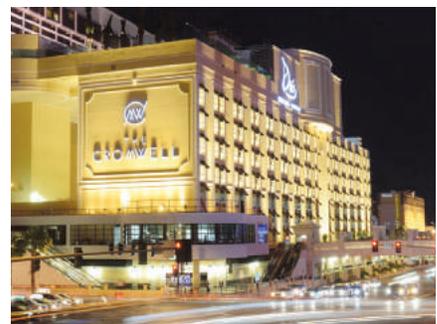
With 188 rooms and suites, The Cromwell is the only standalone boutique hotel located on the Las Vegas Strip. Featuring VIP amenities and refined services, Kaba's cloud-based, keyless mobile access solutions were fit to secure all hotel rooms, allowing guests to access their room with their mobile device. Guests enjoy a completely new and intuitive experience that compliments The Cromwell's luxurious blend of modern and vintage design creates a glamorous decor for an intimate Parisian-inspired atmosphere.

### *Kaba stars in the Lone Star State*

The Woodlands® Resort & Conference Center near Houston, was the first resort in Texas to install Kaba's mobile access solutions in all 406 guest rooms. The luxury resort worked with Kaba to create their branded app allowing guests book their room online at the resort's website and download the Woodlands Resort app. Guests can check-in and receive their mobile key on their mobile device to access their room and other access points including elevators, concierge areas and external hotel entry doors.

### *White Lodging gets fit, and retrofit with Kaba*

White Lodging selected Kaba's Saflok Quantum and RT, RFID, guestroom door locks for more than 30 Marriott, Hilton, Hyatt, IHG, and other flagged properties. The hotel management company chose Kaba lock systems after a thorough evaluation. Kaba was selected on the basis of performance, service, and cost – both for existing and new construction. They replaced their non-PMS-interfaced magstripe locks with the latest fully interfaced RFID locks. They also plan to implement a number of systems that are integrated with the property's guestroom energy management system in order to maximize guest service and energy savings. White Lodging plans to install Kaba RFID locks on all future properties.



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