

# Hikvision Smart Hotel Solution

Improve guest experience  
Streamline hotel operation



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 **Solutions** by Scenario

# What We Offer

The hotel industry is constantly faced with challenges related to improving service quality, environmental sustainability, and human resource management, among others, prompting the need for continuous innovation and market expansion.

Hikvision's Smart Hotel Solution is designed to address these challenges by leveraging cutting-edge technologies and a commitment to sustainable development. Through innovative offerings and services, Hikvision aims to provide unique guest experiences and streamlined operation for hotel management.



- ① Digital valet parking
- ② Joyful check-in
- ③ Transparent room service
- ④ VIP notification & service
- ⑤ Auto elevator control
- ⑥ Smart hotel lock
- ⑦ Special care service
- ⑧ Digital conference room
- ⑨ Remote assistance



## Improve Guest Experience

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## 03 / Joyful Check-in

Rich information displays and relaxing audio broadcasts keep guests waiting joyfully and comfortably.



- Promotion video
- VIP welcome
- Activity announcement

### Reduce complaints by captivating displays

Provides eye-catching naked eye 3D visuals, LED walls, and posters in hotel lobbies, presenting a range of information.

### Enhance waiting time with soothing music

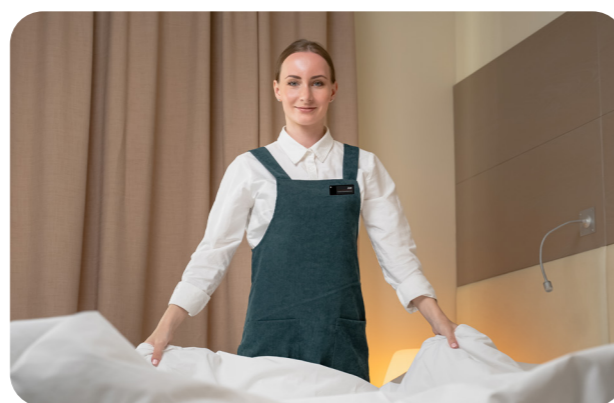
Provides various broadcast modes, text-to-speech function, video & audio linkage, and more.

## 01 / Digital Valet Parking



- The use of digital badges of hotel employees during services promotes professionalism and builds trust with customers.
- By wearing these badges, conflicts between employees and customers can be minimized.

## 02 / Transparent Room Service



The digital badges worn by hotel staff during room services also enhance hospitality, housekeeping transparency, and service security.



### Digital Badge

- Ultra HD recording
- Customized display
- eMMC built-in storage

## 04 / VIP Notification & Service

Hikvision provides VIP notifications for hotels to enhance customer services and improve customer loyalty.

### Better stay experience

- VIP notification and welcome
- Breakfast included check

### Privacy redaction

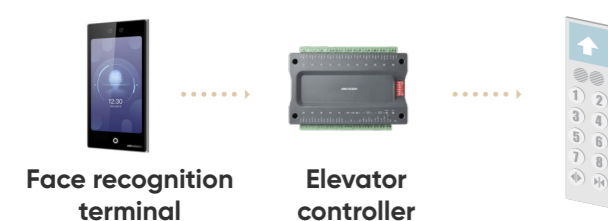
- Add privacy masks in live view or recorded videos



\*Guests' prior consent shall be required

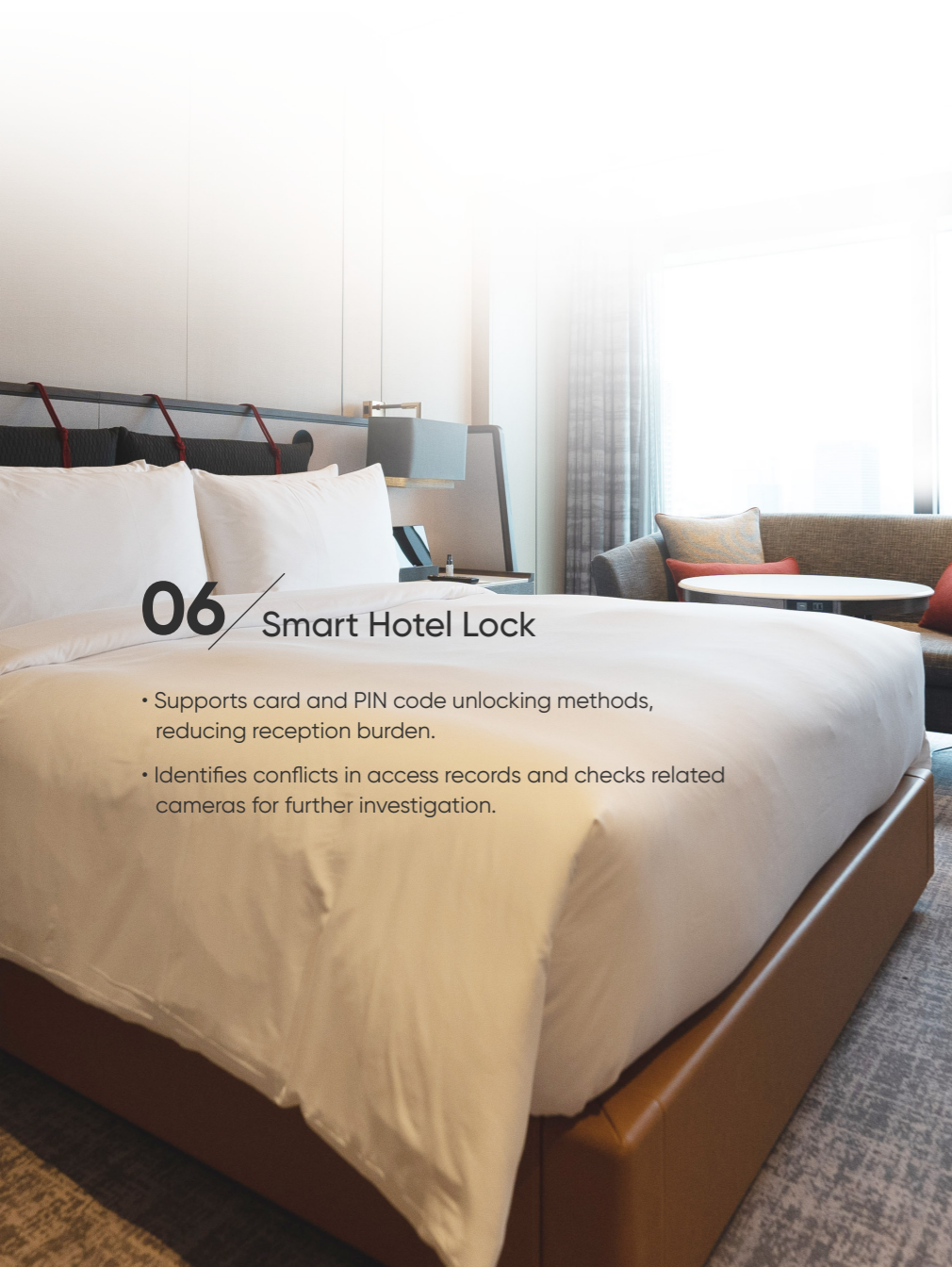
## 05 / Auto Elevator Control

- Hikvision's access terminals can seamlessly integrate with elevator controllers.
- Guests can easily access their authorized floors through face recognition verification.



## 06 / Smart Hotel Lock

- Supports card and PIN code unlocking methods, reducing reception burden.
- Identifies conflicts in access records and checks related cameras for further investigation.



## 07 / Special Care Service

- Fall detection radar prevents indoor falls with privacy and contact-free approach.
- Panic alarm panel facilitates real-time emergency response and handling.



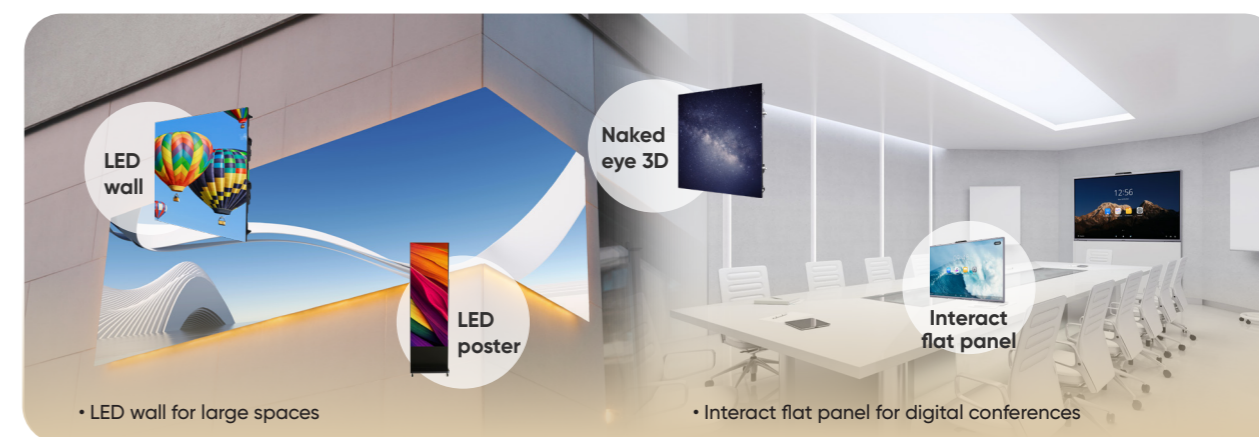
Fall detection radar



Panic alarm panel

## 08 / Digital Conference Room

Hikvision offers appropriate sizes of LED wall or flat panel to provide a luxury experience for guests.



## 09 / Remote Assistance

Ensures prompt response for guests when they encounter accidents, such as getting lost.

- Wired & wireless options
- Built-in camera and SD card
- Emergency call
- Two-way audio
- Remote management via HikCentral platform



Panic alarm stations





# Streamline Hotel Operation

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## Digital Security Patrol

- Accurate online task design for patrol schedule management.
- QR codes at regular points and access control devices at important areas help ensure task compliance of patrol personnel.
- Diverse reports aid post-patrol analysis.



## AI Patrol

AI patrol on AI-enabled edge devices enables 24/7 proactive detection for safer living conditions.



AIOP products



HikCentral Professional



Absence  
on duty



Smoking  
Detection



Abnormal  
Temperature



# Emergency Evacuation

- Integrates alarm and access control systems to automatically open doors for evacuation.
- IP speakers broadcast emergency information in real-time, while public screens display the same information.
- Access terminals facilitate roll call in a secure location, comparing it with pre-emergency records to identify potentially trapped individuals.



# Digital Twin

3D visualization offers a better understanding of asset layout and space utilization.



- Improve corporate image
- Occupancy analysis
- Quicker response (Emergency evacuation)
- Virtual patrol