



Pinnacle



## Case Study

# An all-inclusive solution to systems management

Centralising Systems for a Multi-Property Hotel Group

### Industry

Hospitality

### Features

Alarms, Access Control, CCTV, Fire Safety, Refuge and Building Management Systems



## The End User

A hypothetical hotel group operating 27 hotels across three countries, with properties ranging from heritage buildings to modern structures.

## The Challenge

The hotel group faces challenges with disparate systems for security, fire safety, and facilities management across its portfolio. The varying ages and sizes of the properties complicate integration efforts, and replacing hardware would involve significant capital expenditure and operational disruption.





## The Solution

Deploy Pinnacle across the portfolio to seamlessly integrate with the existing systems, including:



CCTV



Intruder Alarms



Fire Safety Systems



Access Control



Lift Alarms



Disabled Refuge Systems



Building Management Systems

By implementing Pinnacle, each hotel gains a comprehensive, integrated solution, enhancing security and operational efficiency. Key alarms, faults, and data are consolidated and accessible via Pinnacle's web-based portal, providing real-time monitoring and control. This centralised approach allows the hotel group's Head Office to manage emergencies and oversee operations across all properties effectively.



## Features



### **Effortless Zone Management at the click of a button:**

Pinnacle allows you to easily designate specific areas for various purposes. For example, when hosting a VIP, you can zone an entire floor for their exclusive use. This provides the VIP and their security team with independent visibility of the floor, separate from the rest of the hotel, allowing them to manage security and risk mitigation more effectively.



### **Proactive IOT Monitoring for early issue detection:**

Pinnacle offers a range of IOT features, including temperature monitoring, leak detection, gas detection, and refrigeration monitoring. These systems trigger alarms when preset parameters are breached, helping you identify and address potential issues before they become costly.



### **Real-Time System health monitoring:**

Pinnacle continuously monitors the health of all connected devices, sending instant notifications if any issues arise. This ensures full visibility into the status of security hardware across your site or portfolio, helping you quickly verify faults, reduce downtime, and minimize revenue loss by identifying parts and addressing issues in real-time.



### **Maximize ROI with streamlined security management:**

Pinnacle boosts ROI by reducing employee time spent on tasks like changing security states, searching video footage, finding faults, or creating events. With simple, one-click features for data retrieval, security management, and site functionality, Pinnacle enables quick and efficient operation, saving time and improving overall effectiveness.





## The Potential Benefits



### Improved Security and Safety

A unified platform ensures all systems work together seamlessly.



### Centralised Oversight

The head office can monitor all properties remotely through the portal.



### Cost-Effectiveness

Integration with existing systems reduces the need for costly hardware replacements.



### Operational Efficiency

Faults and alarms are easier to track and manage.

## Future Possibilities

Pinnacle's flexibility opens opportunities for further integrations to improve the guest experience, such as:



### Environmental Data Integration

Monitoring plant and spa systems for optimal efficiency.



### Temperature Monitoring

Ensuring guest comfort in restaurants, meeting rooms, and lounges through active monitoring.



### Enhanced Guest Experience

Creating a smarter, more comfortable environment across all properties.

This use case illustrates how Pinnacle can transform multi-property hospitality operations, offering both immediate benefits and a path for future enhancements.



# Pinnacle

## About Pinnacle

Pinnacle is an open integration platform that is reaching new heights within the security market. Just because security systems are complex, doesn't mean they have to be complicated to use. Our mission has been to build an open, multisite integration system in the electronic security market with a centralised fault management platform that is truly versatile, adaptable, and effective.

We are the leading provider of a truly vendor-agnostic platform that started life in the security domain, but has steadily expanded to allow integrations across different sectors - connecting data and CCTV images for improved analysis that will, in turn, drive greater efficiencies in the modern world.

## Let's integrate! To book a demo or get in touch, here's how:

[info@pinnacle-systems.com](mailto:info@pinnacle-systems.com)

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