



TraknProtect® **SAFETY STORIES**

TALE OF TWO HOTELS: KIMPTON GRAY & KIMPTON MONACO HOTELS IN CHICAGO



484

GUEST ROOMS

35

GUEST SUITES

64

HOUSEKEEPERS

100%

COVERAGE



This TraknProtect Safety Story begins with the Tale of Two Hotels in Chicago – Kimpton Gray and Kimpton Monaco. Like a well-tailored suit, The Gray Hotel has been designed with the guest in mind. From the grand lobby to the luxurious guest rooms, no detail has gone unnoticed and no amenity spared. Set in a historic building that’s considered one of Chicago’s finest landmarks, this is the height of opulence – but it is also triumphantly modern. Think smart, sophisticated and stylish – much like a perfectly fitted suit from London’s famed Saville Row. Kimpton Gray has won several awards including 2019 Best Hotels in Chicago and Four Diamond Hotel, 2019.

On the other side of Chicago downtown is one of the city’s hotels on the Chicago River: Kimpton Hotel Monaco. Perched in the center of Chicago’s stunning skyline, steps from the Chicago River, Kimpton Monaco is perfectly positioned as any guest’s home base. A stay at the hotel includes boutique touches like the nightly hosted wine hour, combined with warm hospitality and unmatched, personalized service elevate guests’ stay in a way that lends to “home away from home” comfort for a luxe getaway. The Monaco team and the atmosphere are why so many of the guests return to the hotel whenever they find themselves in the Windy City.

Why Kimpton Hotels chose TraknProtect

- ✓ Easy to use product
- ✓ Seamless install process
- ✓ Accurate location
- ✓ Team is easy to work with



AWARD-WINNING
SAFETY BUTTON
SOLUTION

FROM KIMPTON:

When Chicago passed the Safety Button Ordinance, we had initially implemented another vendor, but it quickly became apparent that the solution was outdated and cumbersome to implement and use operationally. When implementing a safety solution for employees there is no room for error, and we felt we were lucky to find the TraknProtect solution so quickly to replace the other solution and comply with the Chicago Ordinance.

As we vetted solutions to replace our current vendor, we wanted a company that not only had a product that was easy to use, the installation process seamless, the solution provided accurate location and that the team was easy to work with. TraknProtect was able to meet these requirements, they were able to provide a total account for solution up front, and additionally, they have been flexible and pivoted quickly to our needs has been instrumental as the volume of work and complexity of solutions has ramped up. What made TraknProtect stand out then and continue to stand out today is their quick response to our needs, great customer engagement, they are honest and have a reasonable pricing structure.

"It is important for us to not only comply with the Ordinance but also ensure our employees have a reliable and accurate solution if and when they need to use it. We are delighted with the service that TraknProtect has provided and we appreciate their willingness to partner with us not only for the safety solution but also through difficult times of COVID.

We look forward to continuing to work with TraknProtect."

**- Nabil Moubayed
Area Director of Operations,
Kimpton Hotels & Restaurants**

THE REQUIREMENT

Both Kimpton Gray and Kimpton Monaco were required to comply with Chicago's Hotel Workers Sexual Harassment Ordinance which went into effect July 1, 2018. The Ordinance required hotels to:

- Provide a panic button to employees that were assigned to clean or conduct inventory in a guestroom or restroom alone
- The panic button needed to be capable of promptly summoning help to the employee's location when the button was activated
- Sound alarms, which required persistent activation, were not compliant under the Ordinance
- The fine for non-compliance was \$250 - \$500 per day per offense

Kimpton Gray has 293 rooms with 13 suites and was protecting 39 housekeepers and Kimpton Monaco has 191 rooms with 22 suites and protecting 25 housekeepers.

THE CHALLENGE

The hotel had already implemented a safety button solution which was not working for them. The housekeepers were required to pair their iPod touches with the safety button at the beginning of the shift, which could take several minutes, and the device frequently unpaired from the safety button during the day. In addition, the solution was not able to provide updated location when an employee moved once the button was activated.

THE SOLUTION

After assessing various safety button solutions, the hotels selected TraknProtect to replace its existing safety button solution. TraknProtect offers multiple ways of deployment using BLE/WiFi gateways, LTE gateways or integration with their current wireless access point providers. It was determined that the BLE/WiFi gateway solution was the ideal solution for both hotels. TraknProtect solution does not require pairing with any smart device and does not require the housekeepers to charge the buttons or change their day-to-day routine. In addition, TraknProtect gateways provide overlapping coverage to ensure continuity in case a gateway is offline for any reason. Lastly, TraknProtect gateways are managed devices, in that the TraknProtect portal monitors them on an ongoing basis so that the hotel's portal is updated if a gateway has been offline more than five (5) minutes and an automated report is also sent to the staff twice a day to address any offline gateways.

THE IMPLEMENTATION

To save cost without compromising accuracy, it was recommended that the hotels deploy a gateway every other room. The deployment took two days at Kimpton Monaco and three days at Kimpton Gray. The location of gateways in the rooms is important to provide better results and minimize any interference. Therefore, the gateways placed in a discrete location in the rooms, where it would not be visible to the guests, and they were secured to the outlet in an elegant manner to eliminate tampering even if they were discovered. In addition, the safety buttons were placed on lanyards to ensure that the housekeepers always had the safety button with them and did not have to charge or pair the button to any smart device at any time.

THE RESULT

The hotels were able to comply with the Chicago Ordinance to protect their employees. The TraknProtect solution was easy to use and easy to deploy. The housekeepers were trained quickly on how to use the buttons. And during testing, TraknProtect was able to provide the exact location of the employee when a button was activated – even when the button was activated in a room without a gateway. The hotels were also provided with ongoing customer engagement and support to address ongoing training questions and concerns and ensure that the hotel received white glove service – the same as it provides to its guest. Both hotels are very happy with the deployment and the decision to work with TraknProtect and felt the deployment of safety buttons at the hotels was a success.