



SCALING UP SAFETY & GUEST SATISFACTION WITH WAVE PTX SERVICE & TLK 100

The Tokyo Station Hotel is registered as an important cultural property in Japan, featuring 150 classical European style guestrooms and suites. Established in 1915, the hotel is located at the Marunouchi side of Tokyo Station, allowing guests to be minutes away from their next shinkansen train to any destination in Japan.

With a long history of over 100 years, the Tokyo Station Hotel is widely recognized as a luxury accommodation, featuring impressive red brickworks loved by guests locally and overseas. The hotel's characteristic architecture, consisting of long horizontal, complex structures inside the railway station, however, presents a unique challenge for its communication capabilities. In order to deliver seamless guest services and communication, the hotel was using a complex communication network.

THE TOKYO STATION
HOTEL



Customer

NIPPON HOTEL Co., Ltd.
The Tokyo Station Hotel

Industry

Hospitality

Technology & Device

Wave PTX (LTE Push-to-Talk) Network
TLK 100 Devices





By integrating People, Hardware, and Technology capabilities, we can maintain our position as the preferred destination where guests will stay with peace of mind.

YASUHIRO NITTA
Manager of General Affairs and Human Resources,
General Manager's Office,
Tokyo Station Hotel

According to Mr. Yasuhiro Nitta, Manager of General Affairs and Human Resources at the General Manager's Office, the Tokyo Station Hotel's building encompasses four floors above ground and two floors underground. This made it difficult to connect the hotel's wireless networks seamlessly and even more challenging to optimize communications across all teams. Furthermore, the hotel is equipped with premium soundproofing materials that interfere with its wireless communication technology.

"Our first priority is to ensure the safety and security of our customers as well as our staff members'. Radio communication is an indispensable part of our strategic plan to provide high-quality safety and incident management capabilities in the event of an accident or natural disaster," shared Mr. Nitta

In order to connect hotel staff inside and outside its premises effectively, the hotel was using a complex network of different frequencies to coordinate its daily operational activities across all its teams. Facilitating seamless communication workflows were further exacerbated when natural disasters occurred, such as earthquakes or typhoons. When these events became more frequent in recent years, the hotel decided it was time to set a course to scale up its communication technology and network, strengthening its cross-departmental collaboration and coordination capabilities was non-negotiable. After careful evaluation, the hotel decided to deploy Motorola Solutions' TLK 100 devices.

High-Quality Voice, Uncompromised Safety and Security Management

“Collaboration amongst our staff is essential to our hotel operations and guest experiences. Everyday, our guests expect to be given accurate guidance by hotel staff. A great service experience means coordinating activities accurately in the banquet rooms and our restaurants, and so on.”

“It is critical that our teams are able to connect to our wireless devices and the right teams in the hotel anywhere, and at any instance. We tried many models, but the TLK 100’s sound and performance proved to be the best,” Mr. Nitta shared.

In looking back at the hotel’s decision, Mr. Nitta continued, “Perhaps it is characteristic of the WAVE PTX technology, but I was amazed at the sound quality of the TLK 100 device. No matter where the TLK 100 was used in the hotel, the sound quality was always clear.”

“I was also impressed by TLK 100 ability to pick up relevant audio, providing our teams with better situational awareness. It is capable of transmitting clear audio over a wide area, and also picking up what the guest is saying to the staff using the radio. This is very convenient, for instance, when a supervisor is able to hear what the guest is experiencing directly and can offer more relevant resolution or a piece of advice to improve the issue.”

For the hotel, the robustness of the TLK 100 was another important consideration. “The TLK 100’s ruggedness stood up to drops, bumps, or even getting wet. Our hotel staff often do not wear coats or raincoats when they are welcoming guests. They could get soaked in the rain, or encounter slippery floors when working in heavy snowfall or strong winds. The TLK 100s allow our staff to focus on delivering first-class hospitality experiences without worrying about getting their radios damaged,” Mr. Nitta continued.

First Class Service, Simplified Operations

After installing the TLK 100s, the hotel’s staff gave feedback on how new technology has strengthened team cooperation, enhancing speed to respond to guest issues. “Before the introduction of the TLK 100s, coordinating the resolution of guests’ requests or issues often took a long time as service staff had to call the extension number of the concerned department whenever the right radio signal was not available. Now, we can make clear voice calls from anywhere in the hotel, and this time saving is making a significant impact on our guest’s experience,” Mr. Nitta went on to explain.

“In addition to TLK 100’s design, the screen display is also simple, allowing users to stay focused on the necessary information. There are other radios offering a variety of information on the LCD screen. But as a new user, it is easier to minimise the display information, such as having only the channel and signal level on display. If operating the radio is complicated, it is not easy to use the device quickly, such as for a part-time staff member.”

Value-adding Hotel Technology

“The stylish design of the TLK 100s also blends well with the hotel’s environment. The letters are not overly bright, but are simply displayed digitally, which is very cool. The typical mechanical green and red lights that blink and stand out are not appropriate for our hotel’s environment. TLK 100’s compact and slim design is also appreciated by our staff members as they can wear the device on their waist belts or slip it into their pockets and go about their business without worrying about the radio’s bulky presence or weight.”





Working with a Reliable Technology Partner

At a recent large-scale VIP event - the 150th Anniversary of the Railway, On the Way, Motorola Solutions' authorized sales partner in Japan, showed the hotel how it could add on additional TLK 100 radios on rental, quickly and easily, to the hotel's system.

"A total of 58 devices were used to support the ceremony without any issues. We were able to communicate with clear sound from anywhere - from the rotary in front of the station to where our VIPs were passing through, to all areas from the second basement up to the fourth floor during the ceremony," Mr. Nitta said.

"Even after the installation, the team at On the Way continued to follow up with us and respond to our requests. The team has also presented us with new ideas we can consider to further improve our hotel's wireless communication system."

In addition to the TLK 100s, the hotel has also introduced the use of Motorola Solutions' LTE device, EVOLVE, to a select number of staff, primarily those on night-time patrols. These users are connected to the same Wave PTX network, and hence are able to share captured videos of incidents or photos of situations they encounter on patrol with supervisors. This is useful whenever real-time decisions or richer situational context are required. It will also come in handy in managing an unpredictable and escalating safety incident or disaster.

Special thanks to

THE TOKYO STATION
HOTEL



NIPPON HOTEL Co., Ltd.

The Tokyo Station Hotel

A prestigious hotel with a history of more than 100 years, loved by customers in Japan and abroad

www.tokyostationhotel.jp

OntheWay

On the Way Inc.

WAVE PTX Service with TLK 100s provider as a Motorola Solutions' Platinum Sales Partner

www.ontheway.co.jp

For more information please visit motorolasolutions.com/waveptx



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