

Hytera DMR S1 Pro Radios Help Bali Hotel Staff Deliver Excellent Service



Introduction

The four-star Bali Paragon Hotel needed a reliable communication system to ensure it could deliver excellent service to its guests. However, the design and size of the hotel meant that RF signals were blocked in places leading to coverage blind spots. Hytera supplied a licensed DMR two-way radio solution using one repeater and S1 Pro handheld radio devices. The hotel now enjoys comprehensive coverage across the entire hotel site, while the S1 Pro units enable smooth, seamless communications to ensure hotel staff operate more efficiently and provide a better quality service to guests.

The Background

The Bali Paragon Hotel is a 4-star hotel located in Jimbaran on the island of Bali in Indonesia. The five-storey Bali Paragon has 379 rooms, health club, health spa/massage, four meeting rooms, dining areas, bars, lounges and outdoor pool. The hotel's goal is to provide the best possible service for its guests. Excellent service is vital in the hotel business to ensure a good reputation, as this will encourage guests to

Project Name

Bali Paragon Hotel S Series
Radio Project

Client Name

Bali Paragon Hotel

Project Start/End Dates

November 2024-December 2024

Industry

Hotel

Products/Solutions

· S1 Pro

return and recommend it to other potential guests. To ensure the right quality of service, it requires a seamless, discrete and reliable communications system to enable staff to quickly respond to the needs of its guests.

The Challenge

The Bali Paragon needed a communications solution that would cover the entire hotel area and its facilities, both indoors and out, without any coverage blind spots. It was vital that the RF signal could reach from one side of the site to the other. The RF coverage needed to be able to penetrate thick walls and deliver uninterrupted communications between floors. Managers were looking for a small, slim, lightweight radio device that could be easily and discretely carried, as staff have to move around a lot.

The Solution

The architectural design of the Bali Paragon Hotel meant that it was not possible to rely on public mobile phone networks, as the RF signal has blind spots, so a Push-to-Talk over Cellular (PoC) solution was not the best option. A private licence-free two-way radio system was another possibility, but it was not possible to operate radios purely in direct mode, as once again the materials and topology of the building would block RF signals in various areas.

The only way to overcome the RF coverage problem and avoid dropped calls was to opt for a private, licensed two-way radio system where the RF design could be tailored to the site's particular requirements. Hytera, therefore, provided one DMR (Digital Mobile Radio) repeater to strengthen the RF signal. The increased power of the repeater overcame the blockages to the RF signal, eliminating blind spots, and ensuring seamless communications across the hotel area.

The hotel chose to issue staff with Hytera S1 Pro radio terminals, because of the device's slim, lightweight design, specifications, portability and ease of use. The hotel purchased 40 S1 Pro units, which are used by all the hotel staff.



Products

· S1 Pro



Benefits

Excellent Service

Good communications lie at the heart of delivering top quality service to guests at any hotel. Without it, staff cannot respond smoothly and quickly to requests by guests, keep the hotel well maintained and serviced, or deal with problems when they arise. The S1 Pro allows managers to coordinate staff and assign tasks more efficiently. In turn, staff can swiftly alert management of any issues that need dealing with.

Elegant Design

The S1 Pro is sleek and light, providing a perfect balance between elegance and performance. The slim, compact and attractive professional design fits in well with the luxury hotel environment.

Crystal Clear Audio

The S1 Pro filters out up to 30 dB of noise thanks to the professional AI-based noise cancellation, so staff can always hear instructions over the radio.

Whisper Mode

The device supports whisper mode on a call, so hotel staff can speak quietly in the presence of guests without disturbing them and still be heard clearly on the other end. Hytera wired earpieces are also available for a more discrete operation.

Long Battery Life

Despite its small size, the S1 Pro has a battery life of up to 19 hours (0.5W) or 16 hours (3W) of working time and 360 hours of standby time, so it will easily last a full shift and staff do not need to worry about recharging the device. Instead, they can just concentrate on their job.

Conclusion

Better communication leads to a better service, which is the be all and end all in the hotel trade. The Hytera S1 Pro and DMR network enables managers to coordinate and manage hotel staff faster and more efficiently, so they can improve their service to the customer.

Customer Testimonial

"Hytera S1 Pro has become an effective and reliable communication solution for our resort. Every team — from Security, Housekeeping, and Front Office to IT — benefits from smoother daily coordination. We believe Hytera S1 Pro will continue to positively support our service quality and resort operations."

— Caroline-General Manager



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