PARTNER SOLUTION OVERVIEW

ARUBA & REACT MOBILE

Staying Safe & Sound: Protecting Hospitality Workers Using Location-Based Services

Hospitality workers are routinely exposed to job-related safety issues that are hidden from public view – abusive or threatening behavior from guests, hazardous items left behind in rooms, and guests' medical emergencies. The impact on employee morale and retention represent a serious threat to an organization's ability to operate and the liability experienced by owners and franchisees.

Industry associations and major hotel brands are committed to addressing these issues and are leveraging digital technology. In the U.S., the American Hotel & Lodging Association have committed to providing hotel workers with portable panic buttons by 2020, and are allocating other resources to improve employee safety. In Europe, the UK's Health and Safety Executive and the European Agency for Safety and Health have also identified the need for control measures as this is a growing problem.

Portable panic buttons, also referred to as Employee Safety Devices (ESDs), will alert security personnel in the event of dangerous or threatening situations. With the addition of location-based services, safety personnel are quickly shown exactly where an incident has occurred and how to best reach the location. Besides raising assistance, the physical presence of ESDs can also serve as a visible deterrent to individuals with malicious intent.

An efficient model for supporting ESDs is to leverage the wireless infrastructure as a transport that understands Wi-Fi, Bluetooth and other protocols being used by ESD vendors.

This allows IT teams to roll out an ESD solution more quickly, minimize the purchase of additional infrastructure and leverage existing securing and management tools and expertise.

WHY ARUBA & REACT MOBILE?

- Allows ESDs to be used indoor and outdoor without the need for new cabling and infrastructure
- Eliminates the cost of purchasing, deploying, and maintaining a separate overlay ESD alarm and location services network
- Dynamic Segmentation of devices and their traffic does not impact normal network and security operations
- Simple set-up and adds/moves/changes

REACT MOBILE

As a leading provider of smartphone app-based ESDs and related monitoring applications, React Mobile offers an open and flexible platform that allows organizations to quickly deploy a response system. Responders are shown the exact location of an emergency within seconds of an alert, and can get help to wherever it's needed – on or off property. The React Mobile solution is comprised of a mobile app, Bluetooth beacons, and LTE hand-held panic buttons.

By partnering with Aruba, the React Mobile system no longer requires a separate overlay network or deployment of separate beacons. Aruba's IoT-ready access points provide the necessary overlay network needed. The joint solution also addresses employee safety while helping to contain costs, while not impacting the productivity of the IT organization.

ACCESS POINTS AS AN IOT PLATFORM

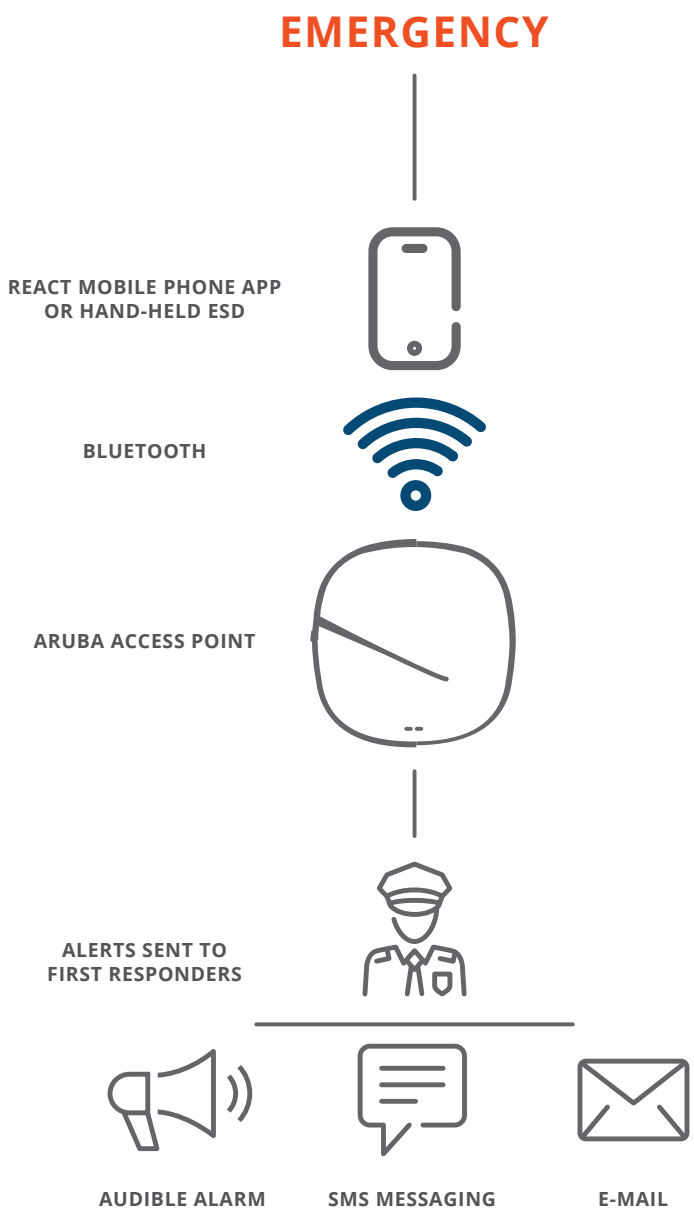
Aruba and React Mobile have partnered to simplify the deployment of an employee safety solution. While applicable to the hotel and resort industry, the use of ESDs can be utilized by a broad range of verticals including government, event centers, healthcare, transportation, and more.

The joint solution leverages built-in Bluetooth beacons in Aruba Wi-Fi 6 and Wi-Fi 5 access points, which helps avoid the need for a separate overlay network. When a worker presses the "Help" button on the React Mobile smartphone application, Bluetooth beacons in the nearby Aruba access points enable the app to trilaterate the user's location, which is sent via Wi-Fi to React Mobile's Employee Safety Platform. Within seconds of triggering an alarm, the platform will summon help to the exact location of the incident.

In outdoor spaces, the React Mobile app will utilize GPS positioning for location data. The seamless fusion of Bluetooth and GPS allows staff to roam freely across large resorts without losing protection.

In addition to supporting React Mobile ESDs, Aruba access points can also monitor other IoT devices including door locks, comfort controls, air quality and humidity sensors, and water leak detectors. The traffic for IoT monitoring applications is dynamically segmented from other parts of the network to protect against cyber-attacks and malware.

Where wired devices are involved, Aruba switches can set-up secure connections with Aruba's policy enforcement firewall to automatically segment IoT devices as well. This feature simplifies the initial deployment of wired networks, and minimizes the need to configure individual ports during adds, moves, and changes over the life of the deployment.



KEY BENEFITS

- EDSs can be used anywhere APs are deployed - without new cabling or other infrastructure
- Incidents create an audible alarm supplemented by SMS/text, and email
- No maintenance required, unlike wireless mesh and battery operated EDS systems
- Works with any Aruba campus and hospitality access points
- Access points simultaneously support additional IoT services including security and comfort controls
- Leverages and does not circumvent Aruba cyber security solutions

CERTIFIED INTEROPERABILITY

We've taken the guesswork out of deploying employee safety solutions by certifying the interoperability of React Mobile with Aruba infrastructure. Set-up is also a breeze. Joint deployments go in faster and are easier to maintain.

SUMMARY

Aruba access points are the ideal platform for supporting ESDs and other public safety devices. Jointly deployed with React Mobile safety applications, hotel employees gain the peace of mind that help is nearby, while IT organizations are utilizing existing experience to provide extra value to the business. Contact your local Aruba sales representative for more information or to schedule a joint demonstration.

To learn more about Aruba wireless, please visit: https://www.arubanetworks.com/products/networking/access-points/

To learn more about React Mobile, please visit: https://www.reactmobile.com/

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