

PARTNER SOLUTION OVERVIEW

Aruba and React Mobile

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

Hospitality workers are frequently exposed to job-related safety issues 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 represents a substantial threat to an organization’s operational health 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. U.S. legislative enactment¹ continues to grow at regional and state levels, driving new requirements for hotels to provide “Panic Buttons” and response systems for employee safety. Great Britain’s Health and Safety Executive and the European Agency for Safety and Health have also identified the need for control measures for the growing problem of staff safety.

Portable panic buttons, also referred to as Employee Safety Devices (ESDs), alert security personnel in the event of dangerous or threatening situations. The addition of location-based services ensures safety personnel can track the location of an incident and the best way to reach it. 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 leverages the wireless infrastructure as a transport that understands Wi-Fi, Bluetooth, and other protocols used by ESD vendors. This advantage allows IT teams to roll out an ESD solution quicker, minimize additional infrastructure purchases, and leverage existing cybersecurity, management tools, and expertise.

WHY ARUBA AND REACT MOBILE

- Allows ESDs to be used indoors and outdoors without the need for new cabling and infrastructure by using the existing Aruba BLE-enabled Wi-Fi network
- Eliminates the cost of purchasing, deploying, and maintaining a separate overlay ESD alarm and location services network
- Dynamic Segmentation of users, devices, and their traffic does not negatively impact network and cybersecurity operations
- Simple set-up and adds/moves/changes



¹ <https://app.leg.wa.gov/RCW/default.aspx?cite=49.60.515>

<https://www.ilga.gov/legislation/publicacts/101/PDF/101-0221.pdf>

<https://planning.saccounty.net/Pages/Hotel-Worker-Protection-Act.aspx>

<https://wagesla.lacity.org/sites/g/files/wph1941/files/2022-07/Hotel%20Worker%20Protection%20Ordinance.pdf>

<https://www.nj.gov/labor/worker-protections/panicbutton.shtml#:~:text=Panic%20Button%27%20Law,New%20Jersey%27s%20%27Panic%20Button%27%20Law,and%20other%20dangerous%20working%20conditions.>



REACT MOBILE

As a leading provider of staff safety solutions, React Mobile offers smartphone app-based ESDs, dedicated ESDs, and related monitoring and response applications. The open and flexible platform allows organizations to deploy response system solutions quickly. Responders receive an alert with the exact location of an emergency within seconds and can provide help on or off the property. The React Mobile solution includes 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 individual BLE beacons. Aruba's IoT-ready access points provide the necessary connectivity on their own. The joint solution also addresses employee safety while containing costs and supporting the high-paced environment of the IT organization.

ACCESS POINTS AS AN IOT PLATFORM

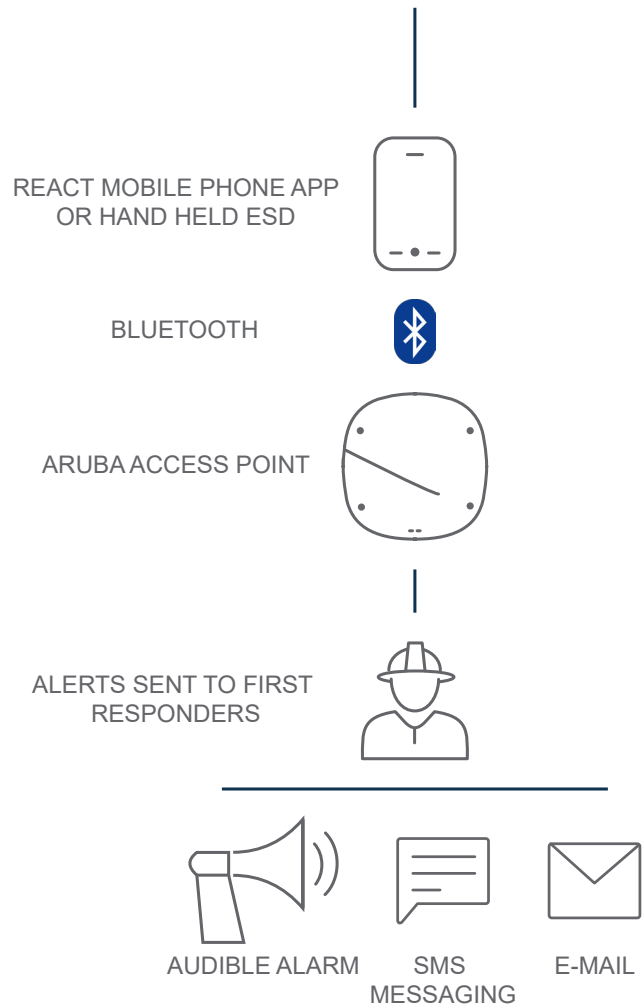
Aruba and React Mobile have partnered to simplify the deployment of an employee safety solution. While applicable to the hospitality industry, integrated emergency solutions can be valuable for other organizations, including government, event centers, education, healthcare, transportation, and more.

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

The React Mobile app utilizes GPS positioning for location data in outdoor spaces. 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 may 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.

EMERGENCY



Where wired devices are involved, Aruba switches can set up secure connections with Aruba's policy enforcement firewall to automatically segment IoT devices. 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

- ESDs can be used anywhere APs are deployed - without new cabling or additional infrastructure
- The silent button activation avoids escalating the severity of the incident while it notifies security responders with audible alarms, mobile push notifications, SMS/text, and emails
- The network does not require maintenance, unlike wireless mesh and battery-operated ESD systems
- Works with any Aruba Wi-Fi 6E, 6, or 5 access points
- Access points can simultaneously support additional IoT services, including security and comfort controls

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 an ideal solution 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. This integration also allows IT organizations to utilize existing infrastructure and expertise 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 hospitality solutions, please visit: <https://www.arubanetworks.com/solutions/hospitality/>

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

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

DEPEND ON REACT MOBILE



Founded in 2013, React Mobile is a global leader in providing panic button solutions for hotels. Our best in class hospitality safety platform helps hotels keep their employees safe. The React Mobile system is an open and flexible platform that allows management to deploy response resources to the exact location of an emergency within seconds of an alert, getting help to where it's needed anywhere on or off property. In an emergency quick response times are essential and React Mobile gives you the tools to react fast.

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