

HOTEL PULLMAN SAVES 1,642 HOURS EVERY YEAR BY AUTOMATING ACCESS CONTROL FOR KEYS

Pullman Sydney Hyde Park overlooks iconic Hyde Park in the epicentre of Sydney. This upscale hotel in Sydney offers 241 superbly appointed guest rooms, 7 meeting rooms boasting the latest technology, and a rooftop leisure deck complete with a pool & gym overlooking the city skyline.

The facilities team at Pullman faced significant challenges in managing keys. Without a key management system in place, keys were distributed manually 'by hand' without any record. Staff would waste hours waiting to get access to keys and return them. Additionally, keys were taken offsite regularly – and managers spent hours trying to track keys. Often, without success.

This inefficient key management system resulted in operational inefficiencies, lost keys and poor accountability. What's more, they had no reliable means of monitoring of who had access to which key and at what time. The lack of visibility over key transactions posed a major security and reputational risk. Without a record, it became challenging to track who accessed certain rooms, making it difficult to address potential security incidents. It also resulted in lost time and money. Day in, day out. For Pullman, the threat of a security incident and ongoing inefficient use of staff time was unacceptable.

Recognizing the need for a new key management solution, Pullman management turned to Torus and installed 2 Torus-50 cabinets. With Torus they now have a single platform to monitor and control access to keys in real-time. Only authorized staff can access keys and if keys are not returned, Torus software sends real-time alerts ensuring accountability and prompt return of the keys. Now that their keys are in control, Pullman is saving enormous time every year.

THE CHALLENGE	THE SOLUTION	THE SAVINGS
<p>150+ KEYS TO MANAGE</p>	<p>\$33K UPFRONT (Plus \$1.5k per year)</p>	<p>1,642 HOURS PER YEAR</p>
<ul style="list-style-type: none"> × Unrestricted key access × Wasted staff time × High risk of a security incident, threatening staff and guest safety × Keys leaving the facility × Operational inefficiencies 	<ul style="list-style-type: none"> × 2 T-50 configured and installed × Automated key management × Enhanced operational efficiency × Real-time alerts via SMS and email 	<ul style="list-style-type: none"> ✓ ROI = 3 months ✓ \$52K a year in reduced labor costs ✓ \$50K a year saved on replacing keys and locks.



Our team was wasting so much time waiting to receive and return keys at the start and end of their shifts. The managers also had to spend time tracking down missing keys, which was distracting them from their main role. On top of that, our night team always had to make sure all the keys were accounted for – which was even more time wasted! The Torus solution solved all these problems

Director of Rooms | Pullman Sydney, Hyde Park