

HOSPITALITY



TORUS

torus-technology.com

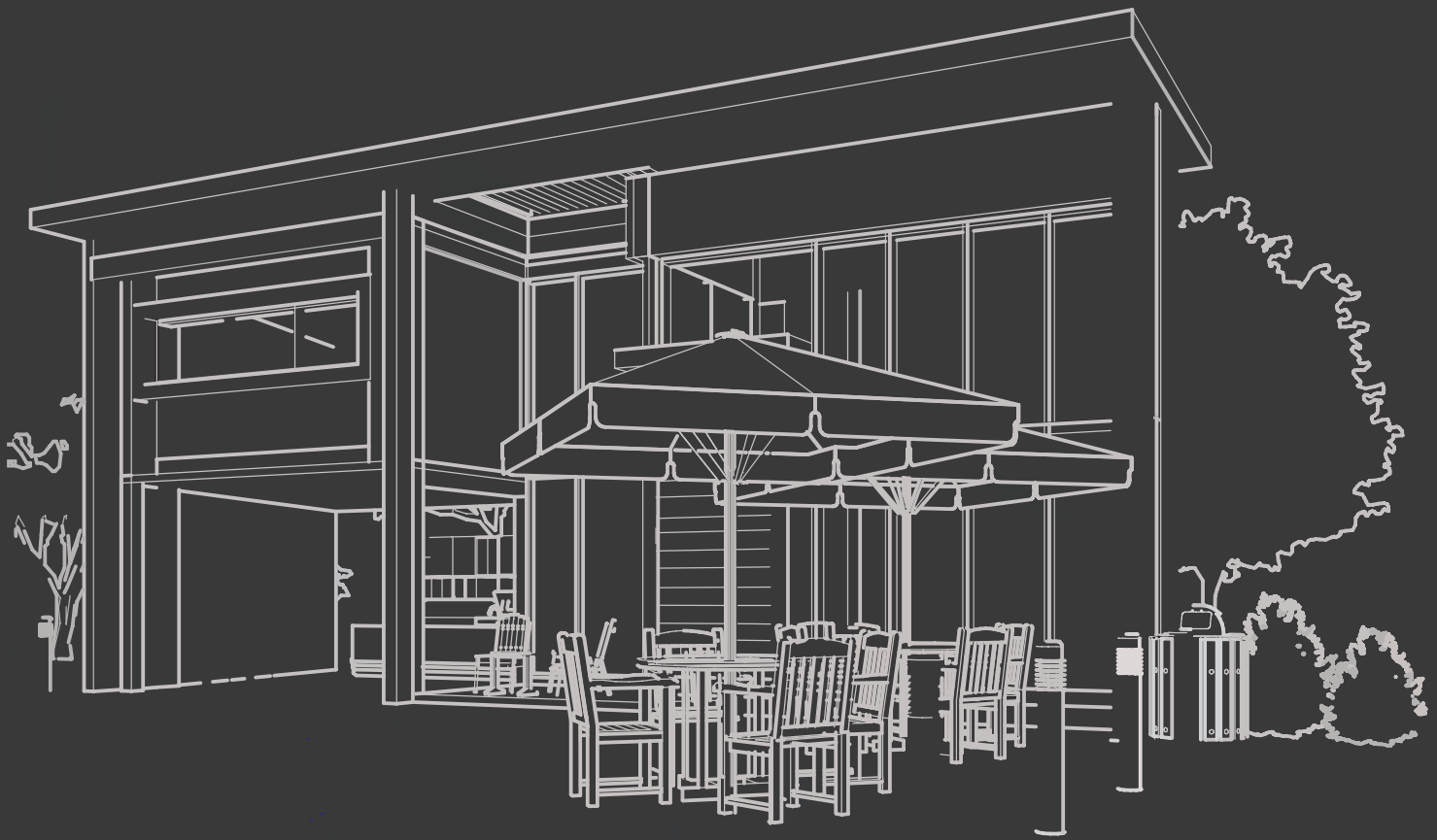
CLOUD-NATIVE ACCESS CONTROL FOR KEYS



KEEPING TRACK OF THE HOTEL KEY MAZE

In the hospitality sector, every key unlocks critical access. But with so many keys in so many places, it's all too easy for them to go missing.

Uncontrolled access to keys can result in severe consequences, including operational disruption, compromised guest safety, reputational damage, theft, wasted staff time, regulatory non-compliance and high costs of re-keying.



Administrative Offices



Conference and Event Spaces



Guest Room Access



Grand Master and Master Keys



Maintenance and Utility Rooms



Main Entrances and External Doors



Storage and Supply Rooms



Staff Lockers and Personal Storage

THE PROBLEM WITH KEYS

A missing key is more than just an inconvenience. It's a risk. Because in hospitality, if the right key is lost or unavailable, the consequences can be severe.



Escalating replacement costs

Regularly replacing missing keys and locks becomes very expensive, very quickly.



Wasted time and resources

Managing keys takes away from other important tasks.



Health and safety hazards

When keys go missing or end up in the wrong hands, it puts safety on the line.



High security risks

Physical vulnerabilities can expose sites to intrusions, potentially disrupting operations and leading to daily revenue losses.



Operational inefficiencies

Manual key handling and travelling across large sites - just to collect keys - increases staff downtime and reduces productivity.



Non-compliance

Problematic key management goes against the hospitality industry's requirements for accountability.

WHAT IS TORUS?

Torus is a cloud-native access control solution for keys. It's easy to use and scale across multiple sites- allowing you to manage your hotel's keys, cards and tags with ease.

Since 2001, Torus has revolutionised key management in the hospitality sector.

Harnessing the power and security of cloud-native technology, Torus will elevate the efficiency, security and safety of your hotel.

Torus is proven to mitigate security risks, enhance accountability, ensure authorized access and deliver rapid instant return on investment.

So, stop wasting time on manual key management. With Torus, you can have complete key control at your fingertips.



COMPLETE CONTROL AT YOUR FINGERTIPS

Control every key across your hotel network and ensure only authorised staff access critical assets. You'll also benefit from a secure, scalable system designed to meet the demands of the hospitality industry.



Easy to install

With POE, DHCP and no local server requirements, Torus can be fully installed within an hour.



Cloud native

Seamlessly connect key cabinets without any IT hassle and access the software from anywhere.



Certified security

Gain peace of mind with a team of over 3500 Microsoft cybersecurity experts working to safeguard your data.



Remote key control

Make fast, informed decisions with insightful dashboards and reports accessible from anywhere, anytime.



Unlimited scalability

Use one account for unlimited keys, cabinets and campuses – perfect for organizations with multiple facilities.



SMS and email alerts

Resolve security issues faster and keep the right people informed with real-time notifications.



Return on investment

Eliminate labour costs, contractor fees and the price of changing locks.



Solution for the future

Torus keeps evolving with over-the-air updates – making it a smart, long-term investment.

DELIVERING SAFETY, SECURITY AND OPERATIONAL EFFICIENCY TO YOUR HOTEL

SAFETY

Exception reporting

Torus reports on overdue keys, changes to access rights, unauthorised access attempts and deleted users

Full audit trails

We audit every key event or action that takes place in your organisation so users are always accountable

Electrical safety

Torus has achieved the highest levels of electrical and radio frequency safety certifications

SECURITY

Multi-custody keys

We ensure dual or multi-authentication to access critical keys and assets.

Access schedules

Torus grants or restricts access to keys based on day and/or time restrictions.

Real-time alerts

Torus sends you real-time SMS and email alerts on key transactions.

EFFICIENCY

Automated access

Torus ensures keys are available 24/7 to authorised users - no need for security personnel to manage keys manually.

Key return assurance

Torus ensures that keys are always returned and never leave the site.

Seamless integration

Torus integrates with existing access control and other third-party systems.



CROWNE PLAZA®
— BY IHG —

Crystalbrook
Collection

DOMA



IHG®
HOTELS & RESORTS



RYDGES

SOFITEL

WORLD OF HYATT®

TORUS MAKES EVERYONE'S LIVES EASIER



STAFF

Torus ensures hotel staff have secure, 24/7 access to critical assets without delays.

This is important for hotels, resorts, theme parks, convention centers and many more. With Torus, staff can focus on important tasks without worrying about lost or misplaced keys.



SUPERVISORS

Torus delivers control over keys and improves efficiency across your entire site – making supervisor's job much easier.

With automated alerts and full reporting, staying on track of your keys has never been simpler.



SECURITY

Torus enhances security with exception reporting, real-time alerts and multi-factor authentication, preventing unauthorised access.

Plus, detailed schedules help maintain compliance with industry regulations, ensuring accountability at every level.



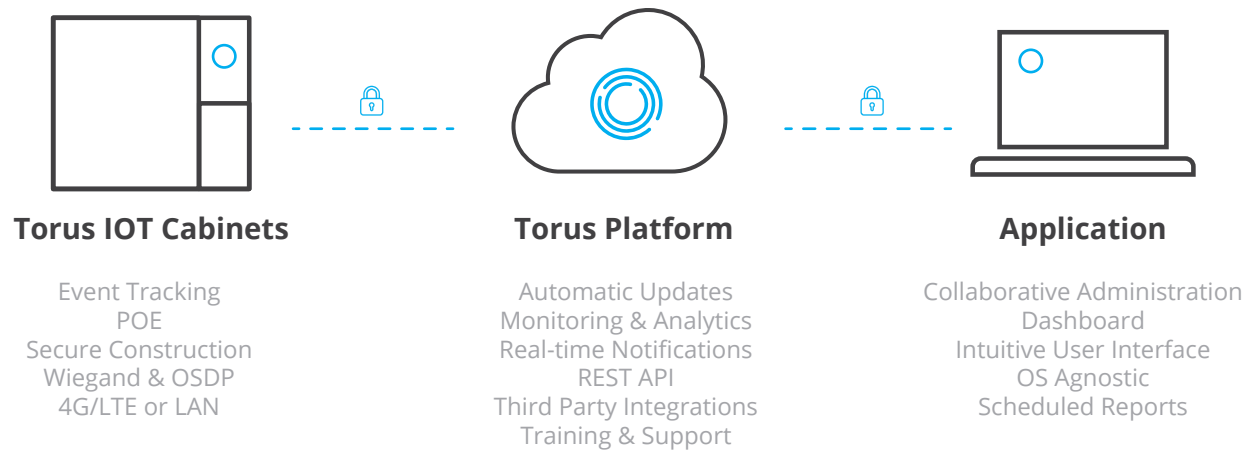
CONTRACTORS

With Torus, contractors receive controlled, time-limited access to keys without compromising security.

What's more, with automated schedules and real-time reporting at their fingertips, your administrators will always know who's working when and from where.

HIGH SECURITY CLOUD INFRASTRUCTURE

Built using the power and security of Microsoft Azure, Torus provides an enterprise-grade key management system.



Manufacturer

Torus is designed and manufactured by CIC Technology Pty Ltd, an ISO 27001 & 9001 certified organisation.



Data Security

Torus software inherits Microsoft Azure's multi-layered security, deployed across physical data centers, infrastructure and operations. It is supported by the largest team of cybersecurity experts in the world.

Certifications

Tier 4
ISO/IEC 27001
ISO/IEC 27018

CSA
SOC 1
SOC 2

PCI
DSS
HIPAA

PULLMAN HOTELS & RESORTS SAVES 1,642 HOURS A YEAR – ACHIEVES A 3-MONTH ROI

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 CHALLENGE	THE SOLUTION	THE OUTCOME
<p>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.</p> <ul style="list-style-type: none"> ✖ Unrestricted access to keys ✖ Keys leaving the facility ✖ Operational inefficiencies ✖ Security risks, threatening staff and guest safety ✖ Wasted staff time 	<p>Pullman chose Torus to provide authorized access to keys, improve efficiency and enhance security.</p> <p>With Torus they now have a single platform to monitor and control access to keys in real-time.</p> <ul style="list-style-type: none"> ✓ 2 T-50 configured and installed ✓ Automated management of keys ✓ Enhanced operational efficiency ✓ Real-time alerts via SMS and email for unreturned keys 	<p>Pullman transformed its operations, achieving significant time and cost savings.</p> <p>As a result, it:</p> <ul style="list-style-type: none"> + Saves 1,642 hours of labor per year in staff time + \$52K a year in reduced labor costs + \$50K a year saved on replacing keys and locks. + Achieved ROI in just 3 months



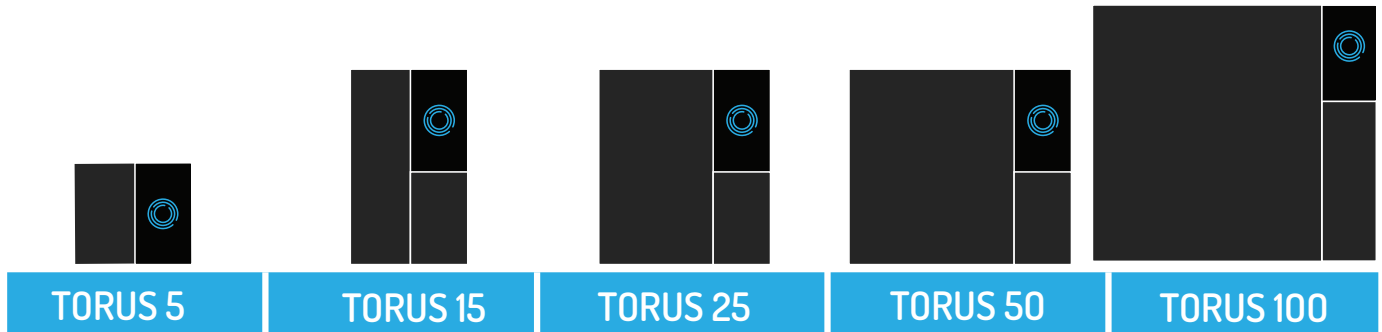
Our team was wasting so much time waiting to receive and return keys at the start and end of their shifts. The managers also had to spend time tracking down missing keys, which was distracting them from their main role. On top of that, our night team always had to make sure all the keys were accounted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

Director Of Rooms, Pullman Sydney | Hyde Park



pullman
HOTELS AND RESORTS

THE NITTY-GRITTY



CAPACITY	5 key sets	15 key sets	25 key sets	50 key sets	100 key sets
WEIGHT	15Kgs	35Kgs	40Kgs	54Kgs	89Kgs
HEIGHT	335 mm	675 mm	672 mm	675 mm	942 mm
WIDTH	485 mm	532 mm	620 mm	840 mm	1036 mm
DEPTH	182 mm	182 mm	182 mm	182 mm	182 mm

ACCESSORIES



EMERGENCY
READER DEVICE (ERD)



BIOMETRIC
READERS



TAMPER-PROOF
KEY RINGS



PROX
READERS

Get in touch to learn more about how Torus
can revolutionise your hotel.

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