HOSPITALITY

○ **TORUS** | CUSTOMER SPOTLIGHT

TRANSFORMING KEY MANAGEMENT ACROSS NASHVILLE HOTELS

Located in the heart of downtown Nashville, The Westin Nashville and Bobby Hotel – owned by Castlerock Asset Management are iconic properties, each offering a distinct and memorable guest experience.

The operations team at both facilities faced significant challenges in managing physical keys. With no access control solution in place, keys were distributed manually without any record or audit trail. Staff spent hours tracking keys and managing key handovers via phone calls or paper logs. Consequently, keys were regularly lost or misplaced due to lack of accountability and real-time visibility. Manual key handling was error-prone, causing unnecessary security and reputational risks for staff and guests.

Hotel facilities used Microsoft Access Directory Single Sign-On (SSO) for physical access control and required this to control access to key management permissions The absence of a central platform to monitor real-time information about key transactions made it difficult to track who had access to rooms and facilities when investigating security incidents.

Castlerock Asset Management required an enterprise grade key management solution that works seamlessly with Access Directory. They selected Torus to deliver this solution. The Torus integration with Active Directory eliminates manual data entry, improves visibility, and has helped to streamline operations. Moreover, it allows the facilities staff to monitor key transactions and accept or deny key access requests remotely, from anywhere at any time. Facility and security managers now have complete control over keys via the informative Torus Dashboard. If keys are not returned on time, Torus sends real-time SMS and email alerts to the user and managers - ensuring accountability and prompt return of the keys.

THE CHALLENGE	THE SOLUTION	THE SAVINGS
NO ACCESS CONTROL FOR KEYS	**$17K UPFRONT**	**4,728 HOURS PER YEAR**
✕ Operational inefficiencies ✕ Wasted staff time ✕ No records on key transactions ✕ Security risks, threatening staff and guest safety ✕ Inconsistent data entry ✕ Human error	✓ Torus cabinets configured and installed ✓ Managing key access from a single platform (Active Directory) ✓ Improved staff productivity and operational efficiency ✓ Real-time alerts via SMS and email	✓ ROI = 2 months ✓ Reduced labor costs managing keys ✓ Reduced cost of replacing expensive keys

> " Torus has completely transformed how we manage our physical keys. What used to take hours of follow-up and guesswork is now instant and automated. The integration with Active Directory and real-time alerts has given us complete confidence in our key security - whether we're at the property or managing remotely.
> **Castlerock Asset Management**