



# Uncertain Times Call for a Flexible Crisis Management Concept

Thermal technology safeguards operations while protecting staff and guests

With 86 rooms and 40 members of staff, the Friendly Cityhotel Oktopus is located in the heart of Siegburg, North Rhine-Westphalia. The hotel attracts large numbers of vacationers thanks to its direct connection to the Oktopus water park, which boasts the largest diving tower in Europe. The completion of the new building in 2018 has bolstered the hotel's business and conference trade too.

## Risks and Challenges

The 2020 pandemic has caused many people to be wary of traveling and staying in hotels. The hotel's greatest challenge is to prove to guests that they are safe. Guests who may potentially be infected must be identified as far as possible before checking in. The downturn in revenue is making it difficult to invest in the necessary measures, however.

## Solutions and Benefits

"Having the MOBOTIX M16-TR thermal imaging camera installed by our IT partner HILTTEC enables us to offer our guests higher safety standards during the COVID-19 crisis," says Hotel Director Thomas Oharek.

There are already 54 MOBOTIX cameras in use in the hotel and sports complex. The special MOBOTIX thermal camera has been installed in the entrance area, above the reception. Every person entering the hotel (guests, tradespeople, staff) has to stop at the checkpoint marked on the floor. The system detects an elevated body temperature in real time and then sounds an alarm.

Anyone with an abnormal temperature is taken into the back office area, where a further measurement is carried out using a fever-measuring handheld laser. If the reading is confirmed, the visitor is advised to go to the next checkpoint. For the safety of staff and guests, the individual will not be allowed to enter the hotel until their test result has come back.

To relieve some of the pressure on the hotel during the pandemic, the high-end video system is being rented. "It goes without saying that we're willing to respond flexibly to customers' needs in special situations like these," emphasizes Klaus Hilt, Managing Director of HILTTEC.

## Conclusion

The trusting collaboration with MOBOTIX's long-standing partner is paying off for the hotel. Established expertise and high-end video technology are vital in this case — but service, trust and flexibility are playing a key role too.

"Our partner HILTTEC fully installed the technology and accommodated our needs with the rental solution. This has played a huge part in ensuring that our operations at the hotel have continued to run smoothly," says Bernd Rüdiger, Managing Director of the hotel, enthusiastically.

## Key Data

### Sector

Hotels and Gastronomy

### Customer

Friendly Cityhotel Oktopus, Siegburg (D)

### Partners

HILTTEC

### Timeframe

2020

### Solutions

MOBOTIX thermal imaging camera M16-TR

Fifty-four other cameras are already in use in the complex



Having our guests trust our hotel is crucial for us. MOBOTIX's high-end technology and our IT partner HILTTEC's flexible approach have been instrumental in gaining such trust.



*Hotel Director Thomas Oharek*

