



## KYOCERA CASE STUDY

BOCA RATON RESORT & CLUB, A WALDORF ASTORIA RESORT



## HOSPITALITY SERVICES

# KYOCERA COLLABORATES TO IMPROVE HOTEL WORKFORCE EFFICIENCY & COMMUNICATION

## OVERVIEW

The Boca Raton Resort & Club, A Waldorf Astoria Resort property, redefines luxury in south Florida. Nestled in a Mediterranean-inspired historic village just a few steps from the stunning coastline, the property features 11 restaurants, a top-ranked spa, two 18-hole golf courses, seven swimming pools, a marina, and over 20,000 square feet of meeting space. Over 1,800 employees work around the clock to provide award-winning hospitality and service.

## THE CHALLENGE

This exclusive property needed a simple, effective and durable communications solution that would help improve worker productivity. They wanted to transition from multiple devices including iPhone 4S, iPads, and expensive two-way radios to a single, cost-effective device with Push-to-Talk (PTT) capabilities. They didn't require the robust features and monthly cost of a traditional MDM application, but they wanted to lock down the phones to just essential capabilities for the job to improve productivity. A solution that could integrate with existing applications including HotSOS, StarCoach, iAuditor, Phone Contacts, Gmail and camera functionality was also desired.



### INDUSTRY:

Hospitality

### REGION:

USA

### SOLUTION:

Kyocera DuraForce PRO 2 with Device Control by Kyocera.

### KEY BENEFITS:

- Durable
- Rugged
- Affordable
- Waterproof
- Long Battery Life
- Push-to-Talk
- Dedicated Button
- Drop Resistance
- Loud Audio



## THE SOLUTION AND ITS BENEFITS

DuraForce PRO 2 with Device Control was the five-star solution this busy resort needed. Featuring Military Standard 810G protection against shock, vibration, temperature extremes, humidity and more; and waterproof IP68 certification (30 minutes in up to 6.5 feet of water), it's the ideal device for staff operating in housekeeping, engineering, and swimming pool areas. Designed to simplify the PTT experience with dedicated PTT button, loud speakers, a powerful battery and support for PTT accessories, the DuraForce PRO 2 has the essential capabilities workers require to continue to provide exceptional service.

The Boca Raton Resort & Club was also able to determine a method for tracking devices by name — e.g. "Housekeeping 001" — and discover a variety of carrying solutions and PTT headsets that met their needs. Plus, with outstanding support from the Kyocera team, they were also able to resolve problematic HotSOS issues. Knowing that Kyocera is on call to address any future challenges makes the Boca Raton Resort & Club confident in their plan to deploy additional devices in other departments throughout the resort.



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