



## Improving safety and guest experience at a 5\* Hotel and Spa

Swinton Park is a 5-star luxury hotel and spa resort on the historic Swinton Estate in Ripon, North Yorkshire. The 20,000-acre estate is home to a country club and spa, hotel, restaurants, cookery school, a bivouac glamping site and conference facilities.

With guests and staff distributed across a large area in various, remote buildings and locations at any one time, managing communication, fire safety and general operations can be challenging.

### Maintaining exceptional standards

The luxury resort has exceptional customer service standards and an uncompromising approach to providing a guest experience of the highest quality. The hotel alone covers a wide area with multiple buildings, including the remote Deer House conference facility.

To enhance and improve on their exceptional guest experience, Swinton Park needed a way of centrally managing alarms, alerts and messaging that would enable them to quickly respond to emergencies or guest requests, as well as being able to identify, diagnose and resolve fire alarm faults to ensure the utmost safety.

With multiple alarms, alerts and messaging systems being used across the site, there was a technical challenge to overcome to bring this all together to create a cohesive system that was easy to operate.

### All in all, we supplied:

- 10 x heavy duty large screen pagers
- 3 x Gen2™ fire alarm interfaces with addressable interfaces
- 2 x AlarmCall™ fire alarm interfaces with fire and fault messages
- 1 x AlarmCall Spa and Brasserie security alarms
- 1 x AlarmCall car approaching alerts
- 5 x EasyCall™ buttons for the main hotel, larger rooms
- 8 x EasyCall buttons - Spa service call buttons
- 7 x PageCall™ Spa and Sauna panic alarm buttons

### Putting the right tools in place

Call Systems Technology's (CST) AlarmCall hardware was deployed to interface with 5 fire alarm panels across the site: in the main hotel, spa, Coach House, Tudor House and Deer House Conference Centre. The AlarmCall transmitter links up the fire panels and allows centralised alerts to be sent with detailed location data of alarm triggers or faults.

A transmitter was also fitted to the driveway notification system to alert staff when a guest is approaching the main entrance to welcome them and offer assistance.

Service call buttons were also installed in the spa, main hotel, drawing room, billiard room and library to allow guests to seamlessly call for service while they use these areas to relax. To further increase safety, panic buttons were fitted in the spa sauna and steam room in case emergency assistance is needed in those areas.

Check out:

AlarmCall

Check out:

Gen2

### Linking it all up with Gen2

To bring all of the CST-provided devices and solutions together, we deployed our Gen2 software as the hub of the system. Gen2 brings together alerts and messages from fire alarm panels, panic and call buttons across the site to give an overall view and central control point for alerts, alarms, faults and staff and guest communication across the site. Staff are alerted instantly to all alarms with the location of the activation.

Gen2 is an all-encompassing system of alarm monitoring software as well as a messaging platform, so is also being used to enhance service levels with PC messaging capability as well as the service call buttons.

Staff can respond quickly and appropriately to the activation of alerts and alarms to ensure the health and safety of guests of the hotel, solidifying their 5-star reputation.



### A joined-up approach

Iain Shelton, Managing Director of the Swinton Estate, commented:

*"Swinton Estate originally contacted CST with regards to installing a simple service orientated system for our customers to notify us when they required something in the spa. However, through discussions, they were able to provide a fully integrated pager and message product that integrates fully with our fire panels, security alarms and car entry alert devices. We are delighted with how the system is working and it has resulted in not only improved customer service but also joined up different products to provide us compliance for our alarm systems. Overall great advice, up to date technology delivered by a committed team/company, we would be happy to recommend Bruce and CST."*

