



CASE STUDY

RIU family resort uses Maxxess eFusion for seamless systems integration at Dubai Islands



The 750-room all-inclusive Hotel RIU, Dubai, is the newest addition to the international RIU Hotels and Resorts family, and one of the first facilities to open on Dubai Islands in Deira, a landmark development that will cover 17sqkm across five isles. Continually expanding, the waterfront archipelago includes marinas, upmarket residences, and the Deira Central lifestyle project embracing entertainment and leisure hubs, and what is set to be the city's biggest shopping centre, Deira Mall. The eco-conscious islands already feature one of the city's hottest shopping destinations, the Souk Al Marfa, an indoor Arabian bazaar that's home to over 400 stores and waterfront restaurants – and Maxxess is providing the integrated security and safety backbone across the islands.

Challenge

The hotel, set among upscale beachfront real estate, is at the heart of a busy visitor destination where the highest standards of customer service and efficiency need to be assured.

Dubai developer Nakheel needed a flexible technology that would combine secure access control with unified site management of the entire development. They also wanted to ensure that front- and back-of-house hotel operations run smoothly, with a fully integrated solution that would set consistently high standards. Contractor Telematics, which specialises in major ICT and ELV projects, recommended Maxxess eFusion technology to deliver on:

- ✓ Integrated control of all access, room management, surveillance, fire detection and building control functions

- ✓ Simple HVAC integration to ensure optimised energy consumption
- ✓ Ease of use for busy staff, with a single situational view
- ✓ Ability to easily track and replace key cards
- ✓ Simple, intuitive set-up, configuration and operation
- ✓ Low operating and maintenance costs
- ✓ Compliant audit-trails and reporting
- ✓ Futureproofing, scalability, and easy upgrade paths

Solution

The eFusion solution enables comprehensive, seamless integration of security and building systems, plus front-of-house services. Its feature-rich access control software provides seamless, single-platform operation of all the hotel's systems, including video surveillance, fire, intruder and other security, safety and site-specific applications and hardware.

Door access: eFusion uses over twenty Mercury door controllers to integrate with ASSA ABLOY Hospitality electronic locks and readers, blending with the location's stylish aesthetics. This gives guests the option to use traditional RFID key cards or QR codes for access to rooms and safety deposit boxes. Guests not only benefit from smoother check-in and greater convenience but also reduced exposure to hygiene risks from touching surfaces.

House-keeping and key management: guests also benefit from more efficient housekeeping. From the eFusion interface operators can see the real-time status of each door, and occupancy status for each room, so if a guest room door goes off-line, or a battery needs replacing, maintenance is provided promptly. Five workstations are integrated, with more than 32 back-of-house readers, and Diester Key Management, allowing staff to work more efficiently.

Video

surveillance:

integration of Hanwha Wisenet® VMS into eFusion, managing nearly 300 cameras to ensure complete coverage of the hotel's interior and external areas including a private beach, swimming pools, and the Splash Water World park. The system ensures comprehensive, high-definition coverage in compliance with Dubai's Security Industry Regulatory Authority (SIRA), with footage stored for a minimum of 31 days. The range of indoor and outdoor megapixel feature true WDR and IR ensuring excellent live view and playback image quality in all lighting conditions.

Building services and environmental systems: using the BACnet™ protocol, operators can also respond to alerts and control the heating, ventilation, air conditioning, and lighting according to occupancy levels and building usage. This supports reduced carbon emissions and energy costs, in line with the UAE environment framework regulations, which aim to preserve natural resources through sustainable development, and to improve the UAE's ranking in global environmental indices.

Benefits

At Hotel RIU eFusion handle alarms and notifications to provide a security backbone that is driving service efficiency by removing the need for operators to continually switch between systems. For example, whenever an access event occurs, such as a forced door or a door left ajar, eFusion automatically brings up the nearest high-definition camera view, allowing a response with minimal delay. Through simple, off-the-shelf integration, eFusion also cost-effectively streamlines and connects front-of-house and back-of-house services, allowing staff to be directed from a single, easy-to-use interface. This means guest services and housekeeping can be delivered more efficiently, ensuring the best visitor experience as well as enhanced safety and security for guests and staff.

As the Dubai Islands projects in Deira continue to roll-out, eFusion's modular approach will allow new facilities and new tenants to be accommodated. Further capabilities and functions can be added too, thanks to flexible and scalable deployment options that eFusion provides for the entire development.

“Using eFusion we have been able to easily implement a seamless solution that integrates the customer's first choice technologies. Maxxess eFusion minimizes complexity, even when multiple systems and different brands are deployed.

Hotel RIU Project Manager

MAXXESS

empowering
people.
transforming
security.

www.maxxess-systems.com

To learn more about how eFusion can empower your organisation to transform security, call Maxxess today or email sales@maxxess-systems.com

Europe

Maxxess Systems Europe Limited
United Kingdom
+44 (0) 1344 440083

Middle East

Maxxess Systems Middle East
United Arab Emirates
+971 (0) 509467717

North America

Maxxess Systems, Inc.
United States
+1 (714) 772 1000