

# GLOBAL HOSPITALITY COMPANY ACHIEVES COMPLETE VISIBILITY ACROSS SECURITY & HOSPITALITY OPERATIONS

## » CUSTOMER

Hilton Worldwide,  
McLean, Virginia

## » CHALLENGE

Previous methods of recording, tracking, and reporting did not offer visibility or accessibility across departments or properties. With thousands of locations, the hotel chain needed a consistent reporting solution, capable of integrating with existing third-party systems.

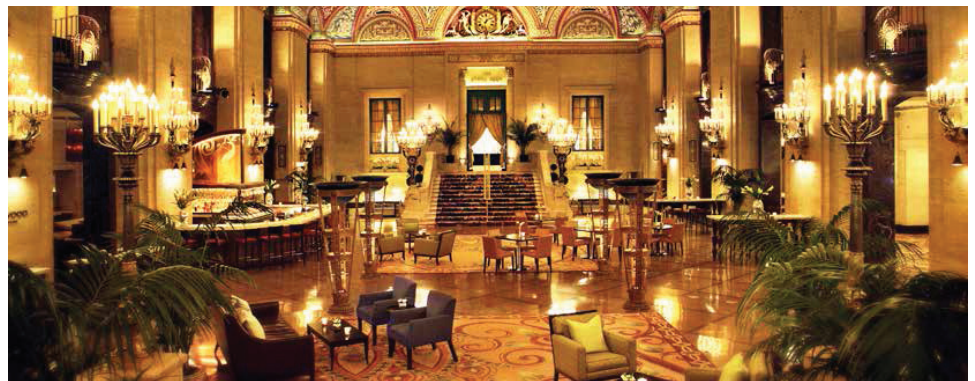
## » SOLUTION

Omnigo's fully integrated incident reporting and risk management software, incorporating the AdHoc Reporting, Lost and Found, Dispatch, and Mobile Patrol modules.

## » RESULTS

By implementing the Omnigo platform, Hilton Worldwide has been able to gain greater visibility into its security, operations, resources, and staffing. The new platform has provided consistent reporting across Hilton properties and complete integration with its existing systems, in addition to streamlining security processes and providing valuable insight into incident trends.

With 14 brands consisting of more than 5,400 properties and over 825,000 hotel rooms in 106 countries, Hilton Worldwide is a leader in global hospitality. As one of the largest hospitality companies in the world, Hilton needed a unified, scalable solution that would provide consistent security reporting across its properties and integrate with their existing systems.



*The historic Palmer House in downtown Chicago, Illinois, served as Hilton Worldwide's proving ground for the Omnigo platform which streamlined safety, security, incident reporting, and risk management processes for the chain.*

After extensive research, Hilton selected Omnigo Software for 37 properties in the U.S. to address security needs, improve transparency, and streamline many existing processes for security, life safety, and risk management, including the creation of daily logs, incident reports, and security metrics.

## CHICAGO LEADS THE WAY

Hilton Worldwide selected the 1,641-room Palmer House, a Hilton hotel in downtown Chicago, as the first location to deploy the Omnigo platform. With its \$170-million renovation, 90%+ year-round occupancy rate, and complex security environment, the property was an ideal test for ensuring the platform could accommodate property challenges throughout the Hilton portfolio.

Joe Doa, director of Safety and Security for the Palmer House, described one of the specific challenges: to balance the needs of security and the hospitality environment. "We spend a tremendous amount of time training staff and we work very hard to ensure guests feel both welcome and secure."

The Omnigo platform has provided Doa with expanded capabilities for responding to the ever-changing environment of downtown Chicago. On a regular basis, Doa

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has identified incident trends based on the timing of increased foot traffic in the area. With this level of insight, Doa is able to justify the need for increased patrols at certain times to maximize their safety efforts and ensure guests feel secure.

“The Omnigo platform has given us the ability to respond to emerging situations quicker. To be able to react dynamically to daily security changes is significant in any security environment, but especially in a major city like Chicago. Having this capability is a tremendous asset to this facility in particular.”

### INTEGRATION IN ARIZONA

Sergey Aghajanyan, director of Safety and Security at the Arizona Biltmore Waldorf Astoria Resort in Phoenix, was eager to integrate the system after transferring from the Palmer House. Now all security reporting at the Arizona Biltmore location is done through the Omnigo system. Every action related to safety or security is entered into the platform's dispatch log, providing more transparency and better insight into all activities.

In both Chicago and Arizona, the Hilton security staff have adapted the system to their specific locations—another key capability that Hilton required due to the company's diverse properties. When rolling out the platform at new Hilton properties, Hilton staff works directly with an Omnigo technical account manager to tailor the solution to each specific property.

The module most commonly deployed at Hilton properties is the Lost & Found module, a solution that effectively tracks lost and found items. “An automated lost and found system is a huge advantage in the hospitality industry, and the difference before and after implementing Omnigo's system is really day and night,” says Aghajanyan.

### CONTINUED EXPANSION

Hilton Worldwide now has greater visibility into its security operations, resources, and staffing. The company's security directors are continually finding new ways to use data-driven insights to look for ways to enhance current capabilities, improve detection, lower the cost of response, and determine where additional solutions or outside help is warranted.

Hilton has expanded implementation of the Omnigo platform to an additional 136 properties in the U.S. with future plans to roll it out to additional locations, including some of its international properties.

### » HILTON WORLDWIDE

Hilton Worldwide is a global leader in the hospitality industry. With 14 brands, consisting of more than 5,400 properties, and over 825,000 hotel rooms in 106 countries, Hilton Worldwide is committed to ensuring the safety and security of their properties, guests, and personnel with state-of-the-art public safety, security, and incident reporting technology.

### » OMNIGO SOFTWARE

Omnigo Software is the leading provider of public safety, incident reporting, & security management solutions for law enforcement, education, healthcare, gaming, hospitality, and other enterprises, offering easy-to-use and flexible applications that provide actionable insight for making more informed decisions. Omnigo solutions have helped law enforcement and security professionals increase staff productivity by up to 25%, reduce compliance risk, and show measured improvements in safety and security.