AR HOTELS
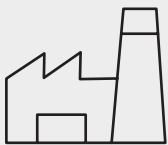
AR Hotels is a group of 4 or 5 star hotels located in Madrid, Segovia and on the coast of Almería.

https://www.arhoteles.com/

HOTEL AND CATERING

WORK APPLICATION

PRESTIGE

"WITH YOUR PRODUCTS WE CAN OFFER A SECURE AND CLEAN ECOSYSTEM"

500
ROOMS

THE CHALLENGE

As the head of IT projects, what was your task?
We were looking for a mobile solution for all the hotel departments. We wanted a reliable solution that could work with our hotel app (PRESTIGE).

How did you get your employees involved in choosing this mobile solution?
We did a test run with our colleagues from the maintenance department. We had tried other "rugged" brands but they didn't last more than a month. The Crosscall products passed the test and then we equipped other departments of the hotel with them.

CORE-T4

> *The best thing is that you can connect all the accessories to your devices* "

CROSSCALL SOLUTION

Why did you choose Crosscall devices for people working in the cleaning department?

On any given day, they will often be going in and out of humid or dusty environments and moving around a lot in them. They also use solvents. Crosscall products are designed for these types of environments.

Has the restaurant department also been equipped with them?

Yes, with the CORE-T4 tablet. Because of Covid we can't give out printed menus anymore. If we give out the paper version, we have to laminate it so we can clean it and that doesn't look good. So we started off using a non-rugged tablet. This type of product looks good, but if it falls it'll break. The CORE-T4 gives a rather different customer experience.

> *We had tried other "rugged" brands, but they didn't last more than a month.* "

CORE-X4

What was it that convinced you?

Being able to wash the devices with sanitiser. For COVID-19, this is a real advantage. With your products we can offer a secure and clean ecosystem.

What about the accessories? The X-LINK?

The best thing about your brand is that you can connect the whole accessory range to the devices. You can tell that they're 100% user-oriented.

How many departments are using Crosscall devices in total?

6 departments: Maintenance, entertainment, cleaning, restaurants, security and even the campsites.

What are your next projects?

To keep installing more devices and have the same success we have had so far.

Testimonial from Xavier Cabrera
AR HOTELS CIO