

# Convenience Factor

## Oracode's keyless check-in adds to Southern Hospitality

One of the best ways for resort owners and managers looking to provide enhanced levels of satisfaction to their guests is to simplify the tedious and potentially time-consuming check-in process. New technologies in the resort industry give travel-weary guests a shortcut—with the added benefits of improving resort safety and security.

One such product, the Oracode system from Kaba Ilco, has been successfully implemented at the hundreds of properties managed by Southern Resorts Vacation Rentals based in Destin, Fla. “We oversee approximately 600 vacation properties on Florida’s Northwest Gulf Coast, with 80 percent of them on the Oracode system now,” explains Kevin Veach, co-owner of Southern Resorts.

The Oracode product is a keyless guest access system that allows guests to gain entry to their rooms through the use of a unique six-digit code, eliminating the need for any type of physical key. Additionally, the system is integrated wirelessly with the Internet, allowing resort managers to control the locking systems at any of their properties from anywhere in the world. It can also be accessed by phone or fax. In terms of safety, each lock contains its own code, and will only work within the time period specified by management.

“In 2005, we really went strong with installing the Oracode system at our properties,” says Mike Prescott, Southern Resorts’ System Director. “The decision was made in order to streamline our operations, particularly when it came to how our guests checked in.”

Under the old system, all guests had to physically check in at each office to obtain their keys and directions to their vacation rental. “Now, we can simply send this information to them through e-mail,” Veach points out. “Without the need for a

physical key, their unique Oracode password can be conveniently received in a pre-arrival e-mail four to five days before their date of check-in. This has saved us a tremendous amount of money on printing and postage, and contributes to our efforts to ‘go green.’”

Furthermore, since implementing the system, Southern Resorts has saved a vast amount of time and manpower by no longer having to cut, track and manage the huge inventory of keys, according to Prescott.

The main motivation, though, is the benefit the system provides to Southern Resorts’ guests. “Check-in is now available 24/7, literally, around the clock,” Veach adds. “Guests love it, and they trust that the code is unique to them. They feel safer and it provides a seamless check-in process, and that has been the biggest plus in the guests’ eyes. Even though they like the Southern hospitality we’re able to provide, sometimes they just want to be able to go straight to their destination to start relaxing and having fun.” **R+R**



The venue's perfect. Keyless check-in using the Oracode system from Kaba Ilco means you get to enjoy it sooner.