All personal information and browsing history will be completely cleared from the Handy smartphones when the guest checks out of the hotel, thereby safeguarding the guests' privacy.

"We understand the importance of technology in hospitality business and are very active on this front. We have recently launched 'Handy' in all our Montcalm and Park Grand London Hotels that enable guests to make free unlimited international and local calls along with accessing 3G data for Internet," averred Ramesh Arora. Both Montclam and Park Grand London are hotel brands within the ambit of Luxury Hotels Group.

Here it deserves a mention that Luxury Hotels Group is an extensive collection of five-star hotels worldwide, offering luxury facilities, world-class service and an outstanding accommodation experience.

"Additionally, we are proud to implement user-friendly booking engines, easy to navigate websites and downloadable Montcalm apps for the convenience of our guests," Arora pointed out further. ∎

# Secured by Securens
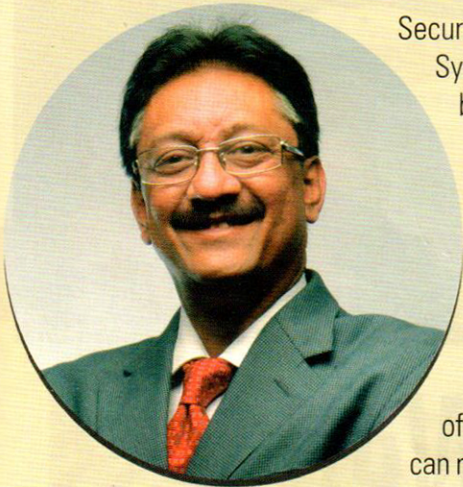
Securens is in the business of providing outsourced 24/7 Monitored Intrusion Alarm Systems, especially designed for hotels, QSRs, retail enterprises, ATMs and bank branches. Through 24x7 surveillance system they are able to monitor activities in various parts of the hotel, and therefore the role of Securens could be crucial for the hospitality industry.

Securens has successfully helped leading food chains in not only detecting but also in minimising pilferage at different levels such as shrinkage at commissary level, shrinkage at the time of transportation, monitoring the discipline of the team members, and improving the overall food handling and service processes.

I recently had a discussion with Sunil R. Udupa, Chairman & Managing Director of Securens, on increasing pilferages in QSRs and retail outlets and how Securens can not only detect pilferages but also ensure brand hygiene. We discussed how brand conscious hoteliers and restaurateurs are using IoT technology to check if brand hygiene & standards are being maintained. This has not only ensured quality brand experience but has also enhanced customer experience of brand at outlets.

Here it deserves a mention that Sunil R. Udupa is a veteran in banking & payment industry with 25 years of experience. He has the track record of building many successful companies from scratch. The excerpts of the interview follow:

### Can you kindly elaborate on Internet of Things or IoT?

Earlier, Internet of Things (IoT) was looked upon as a futuristic, far-fetched concept but in a short span of time, it has become all pervasive and as much a part of our lives as the air we breathe. IoT technology can and has made enterprises more effective. Especially hoteliers and restaurateurs are using IoT technology to enhance experience of customers who are eager to have the best standards of hygiene and services when they visit hotels and restaurants.

### Tell us the logistics of the Securens, pertaining to the hospitality industry

In the competitive dynamics of the hospitality industry hotels, restaurants and food chains are trying to deploy an IoT system which can improve customer experience as well as ease the monitoring of the 'heart of the house' as these can help to maintain brand hygiene and standards.

With multiple international brands entering India, these can also be deployed as essential competitive differentiators. Competition is intensifying in the hospitality industry; one brand is competing against the other not only in terms of the services they provide but also regarding how these services are provided. And whether the brand has maintained its standards and hygiene is a very important issue. This is where Securens helps its clients to ensure that they are the best in the industry.

Securens provides 24x7 monitoring systems and online checks in real time; services that let hoteliers and restaurateurs monitor outlets across India, allowing businesses to prosper without any worries. With Securens, they can regularly monitor online the hygiene of the outlet at all times, minimise shrinkage and pilferage at all levels, and also resolve service disputes. With Securens, they can even monitor the safety and security of food items, and of goods and commodities in transit, thereby ensuring maximum possible benefit is provided to not just the users but also to the end customers.

### What are the key advantages of the system?

Through IoT technology, Securens helps brands stay ahead — monitors their day-to-day operations; opening and closing timings of their outlet/s and their cleanliness, staff attendance and average time to address the customers in queue. Securens highlights whether your customers are satisfied and are given proper attention by the staff.

The best part is that unlike conventional CCTV cameras, our picture resolution is much higher and cannot be tampered with at ground level. Moreover, if such an attempt is made, a high volume buzzer rings alerting everyone around besides ensuring that the pre-set list of people receive a call from the control room so that they can take appropriate action. These systems help the 24x7 industry stay 24x7 in real sense.