White Paper



# The margin of a second

## Anchoring hospitality and casino operations to an unbreakable communications backbone

MOTOROLA SOLUTIONS



# Protecting guest satisfaction, table game velocity and enterprise resort uptime

In large-scale integrated resorts and high-volume hospitality venues, profitability depends on transaction velocity across every guest touchpoint. In 2025, national hotel guest spend reached a record $777 billion across lodging, dining and entertainment[1] while commercial casinos generated $50.9 billion in annual gaming revenue[2]. These figures underscore the industry's strength, and suggest that the ceiling is higher still. Yet capturing that next level of growth depends on seamless guest experiences driven by synchronized operations: gaming floors, cashier cages, dining venues and guest towers must move in lockstep. A split-second communication breakdown disrupts that critical rhythm – stalling table games, backing up reception queues, creating regulatory exposure at the cage and eroding high-margin resort spend.

To modernize frontline operations, resorts increasingly deploy broadband push-to-talk (PTT) to automate digital workflows and connect dispersed staff. Yet relying solely on external cellular networks introduces severe operational vulnerabilities. During peak occupancy, thousands of patron devices saturate commercial cellular bandwidth, queuing critical staff dispatches behind consumer data. Furthermore, because external carrier networks depend on off-site infrastructure and public utilities, resort operations remain exposed to regional disruptions completely beyond property control.

Defending vital floor operations such as cashier cage transfers and surveillance monitoring requires an independent, unbreakable communications backbone. By anchoring gaming integrity, cage escorts and security details to a dedicated private radio network – while extending broadband PTT across mobile guest-service teams – resorts protect margin velocity, unify frontline departments and maintain proactive control across the entire property.

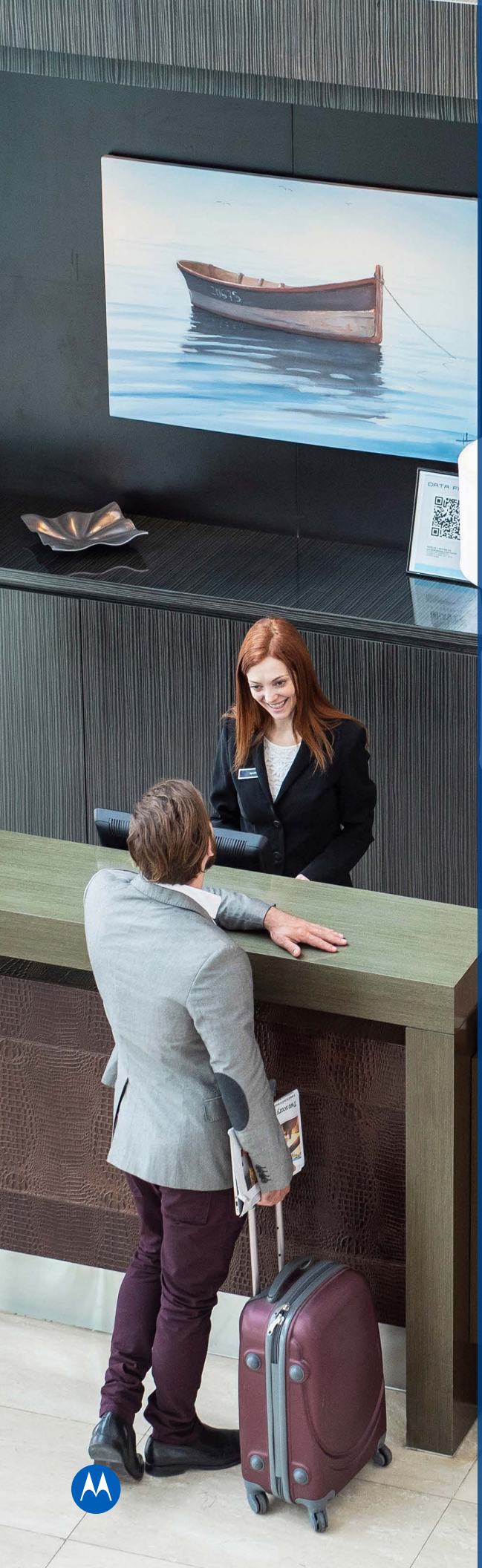


# Expand reach without expanding risk

With 65 percent of hotels reporting active frontline staffing shortages and 71 percent unable to fill critical open vacancies[3], operational leaders must equip leaner frontline crews to cover expansive facilities without sacrificing guest experience. Broadband PTT supports this shift by extending voice and guest management data onto smartphones, tablets and handhelds over cellular and Wi-Fi.

However, modernizing hospitality operations introduces four distinct realities:

- **Continuous floor and resort data density:** Digitizing mobile room keys, concierge requests, point-of-sale terminals, digital sports wagering and cloud property management places severe bandwidth strain on shared commercial wireless spectrum.
- **Fragility of revenue velocity and guest retention:** As gaming revenue depends on table velocity, shaving seconds off dealing delays protects millions in gross gaming revenue[4]. When an unescorted cash drop stalls, a chip fill freezes, a VIP marker lags or a showroom curtain is delayed, table hold drops immediately and frontline delays degrade the guest loyalty that sustains property earnings.
- **Escalating safety and statutory compliance exposure:** Casino hotel personnel face occupational injury rates 50 percent higher than the broader private sector average[5]. Delayed alerts in subterranean service corridors, commercial kitchens or multi-deck garages endanger personnel and trigger severe regulatory penalties from state gaming control boards[6] and federal safety agencies exceeding tens of thousands of dollars per violation[7].
- **Multi-tier perimeter and parking liabilities:** Multi-deck garages, secluded valet portals and loading docks represent primary venues for patron robbery and premises liability claims. With guests transiting to vehicles carrying substantial cash payouts, these concrete decks become prime targets for opportunistic crime. When external cellular signals fail inside reinforced concrete structures, patrolling officers are left isolated and response times stall during active incidents.



# Engineering resilience across the gaming and hospitality enterprise

Large-scale hospitality properties cannot trust single-path networks to defend guest satisfaction, staff safety and high-stakes floor action. Protecting resort operations requires a specialized dual-track approach: private radio frequencies secure the casino floor, cashier cage and security perimeter, while broadband PTT connects distributed hotel, dining and convention teams.

Integrating both technologies into an unbreakable communications backbone insulates the enterprise from operational disruptions:

## The architecture of resort resilience

### → Zero single points of failure

Core security, surveillance rooms, cashier cages and pit supervisors maintain sub-second, off-grid voice certainty directly on the floor. Emergency containment dispatches, table lockouts and cage chip fills execute instantaneously, completely unaffected by commercial carrier outages or power grid failures. Concurrently, broadband PTT scales housekeeping logistics, banquet staging and valet coordination across roaming personnel without competing for critical voice bandwidth..

### → Zero communication silos

Floor clamor from gaming machines and live entertainment venues demands hardware engineered to cut through ambient noise. When incidents strike, priority distress alerts cut through floor noise and bridge automatically across enterprise talkgroups to reach security directors, VIP hosts and off-site executives on smartphones and tablets instantly.

### → Zero operational blind spots

Critical perimeters, from unlit parking decks and backstage delivery bays to service corridors and private VIP salons, remain under continuous, proactive oversight. Automated security feeds and cross-facility talkgroups empower teams to intercept altercations, manage restricted access and neutralize friction discreetly before disruptions spill into public gaming pits or hotel lobbies.




# Integrating failsafe communications with property-wide intelligence

Protecting margins and patron safety across sprawling hospitality properties demands a purpose-engineered operational foundation. Connect frontline teams, security personnel and facility technology through a synchronized two-pillar architecture:

## The architecture of resort resilience

### → Resilient communications backbone

The primary transmission tier that unites private radio networks and broadband PTT into a unified, resilient communications baseline. The private radio network anchors business-critical operations with sub-second off-grid certainty, while broadband PTT bridges disparate device ecosystems, connecting distributed guest services, housekeeping and leadership into synchronized talkgroups.

### → Connected safety and security ecosystem

The situational awareness tier linking AI-enabled video security, access control, smart environmental sensors and body-worn cameras directly into the communication backbone. Video evidence, perimeter breaches and acoustic anomalies in private VIP salons trigger automated voice dispatches routed directly to frontline radios and mobile teams.

# Bridging unbreakable voice with enterprise mobility

Property operators do not have to sacrifice business-critical voice certainty to equip mobile teams. Combining private radio with broadband PTT unlocks three vital advantages across the property:

### → Uncompromising voice continuity

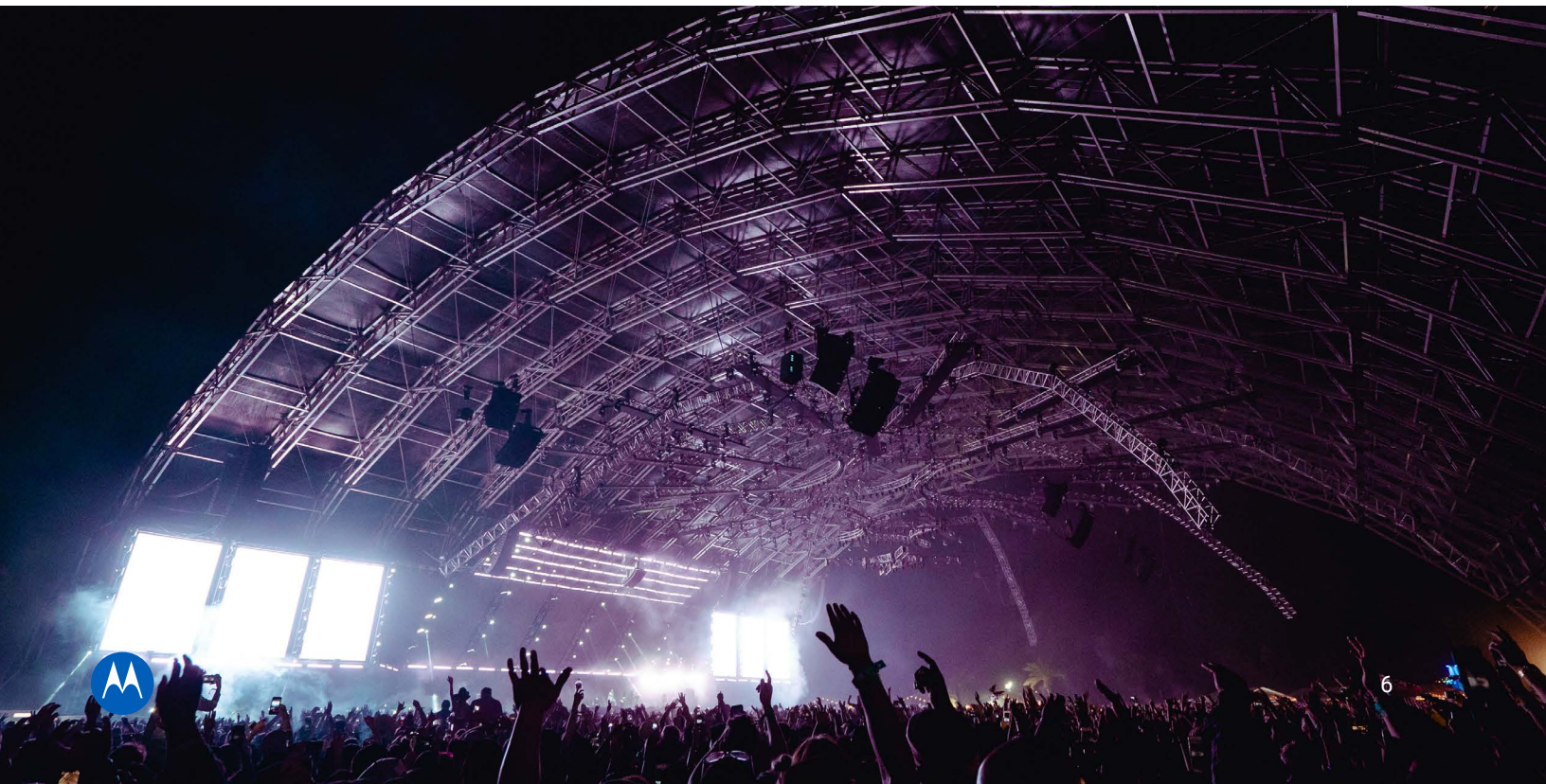
Anchors pit supervisors, security teams and cashier personnel to dedicated private radio networks, ensuring high-priority alerts never buffer, queue or fail during commercial network congestion or facility power outages.

### → Seamless enterprise-wide coordination

Bridges device divides by uniting rugged frontline radios with smartphones, tablets and handhelds into one synchronized talkgroup fabric across hotel, dining and gaming operations.

### → Real-time automated incident escalation

Connects fixed video cameras, smart environmental sensors and access control directly into frontline talkgroups – converting silent physical alarms into immediate audio alerts so teams can resolve guest friction or safety concerns before they disrupt venue flow.



# Securing your operational future

Evaluate your property's current operational resilience by exploring these diagnostic questions with your leadership team.

## Executive diagnostic assessment

### 1. Coverage & structural vulnerability

→ Do physical dead zones in reinforced concrete guest towers, fortified cashier cages, commercial kitchens or subterranean service corridors leave frontline personnel and guest-service teams isolated during emergencies?

### 2. Incident latency & network reliability

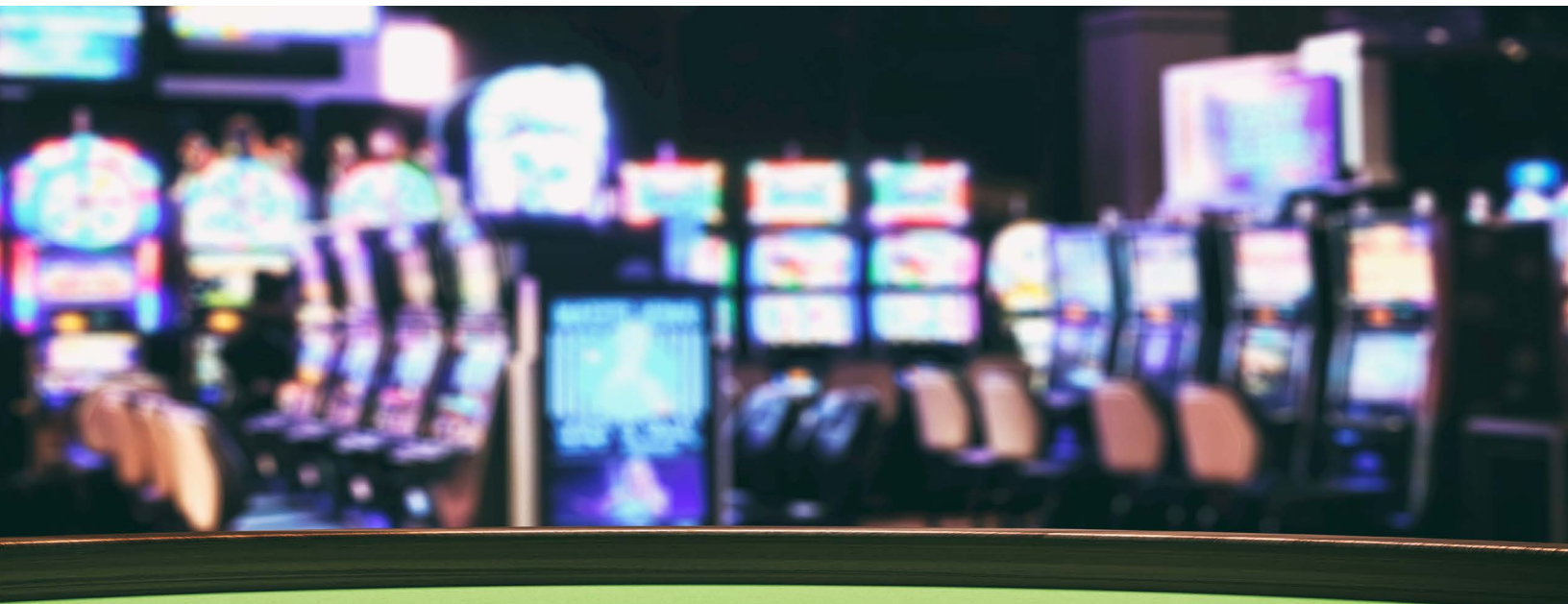
→ When critical emergencies or high-occupancy events occur, can resort leadership broadcast instant alerts across both hotel and gaming teams without cloud buffering or network queuing?

### 3. Environmental & acoustic compliance

→ Are frontline communications devices engineered to cut through gaming floor and live venue clamor, ensuring dispatches remain distinct and intelligible?

### 4. Ecosystem interoperability

→ Does an acoustic anomaly in a private VIP salon, a silent duress activation or an unauthorized entry attempt trigger instantaneous voice dispatches directly to response teams?



# Powering safer, more resilient hospitality operations

Motorola Solutions creates technology ecosystems engineered to protect personnel, secure physical property and provide reliability and control for continuous operational flow across high-stakes hospitality, gaming and entertainment environments.

By integrating dedicated private radio networks with broadband PTT, we deliver a failsafe communications backbone. Layered with body-worn cameras, smart environmental sensors and AI video security, our ecosystem empowers resort operators to eliminate single points of failure, remove communication silos and resolve operational blind spots.

Safeguard guests and staff. Protect your venue. Guarantee continuous operations.

## Find out more about how to strengthen your hospitality operations.

### References


[1] AHLA

[2] American Gaming Association

[3] AHLA

[4] Tangam Systems

[5] BLS

[6] NGCB

[7] OSHA




To audit your property's operational resilience baseline, conduct an on-site structural coverage analysis or request a custom architecture design, connect with our team at: **www.motorolasolutions.com/casinos/resilientcomms**

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Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. **motorolasolutions.com**

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