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Unlocking Excellence: Access Automation in Rental Operations

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Founder and CEO of HostGPO, representing over 300k properties

HostGPO is a group purchasing organization with exclusive access to the best deals and partnerships in the vacation rental industry.

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Streamline your procurement with HostGPO

Experienced hosts

Premium member support

Easy to shop platform

FREE 3-MONTH TRIAL

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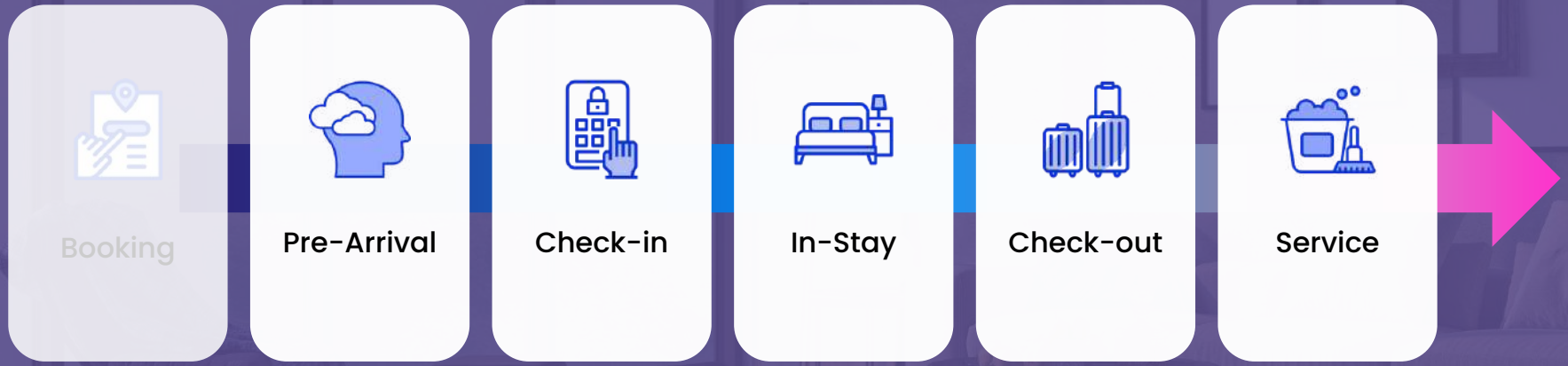
5-star reviews require excellence at each stage of the guest journey



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Agenda

1. Smart lock benefits
2. Choosing an access partner
3. Going beyond smart locks
4. Access automation for guests and staff
5. Evaluating smart lock options
6. Top selling smart locks
7. Network requirements for smart locks
8. How to source and finance smart locks
9. Connect with experts

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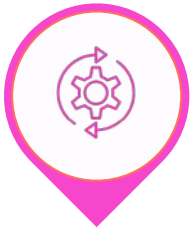
Operto enables the full spectrum of modern hospitality

Tech-Enabled

Technology augments the guest experience within a traditional hospitality setting.

Tech-First

A seamless blend of digital experience and traditional hospitality that empowers each guest to choose.



Autonomous

Guests are directed through a digital experience as the sole means of engaging with the hotel.

Benefits to replacing your hardware

- Enhanced security features over traditional locks.
- Reduced risk of lost or copied keys.
- Better reviews compared to keys and lock boxes.
- Streamlined check-in/check-out processes.
- Real-time access management.
- Long-term savings on locksmith services.
- Increased property value and appeal.
- Greater insight into operations.

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1

Access Automation - Is it worth it?

- Why do you want to implement smart locks to your properties?
- What problem are you trying to solve?

2

Your Partner Decision-Making Matrix

Your smart locks are mission-critical to deliver a 5-star guest experience. You deserve a partner you can trust.

Flexible compatibility

Consider the hardware options and property management systems the company integrates with.

Solutions for all scenarios

Everything from apartment intercoms to full building access control.

Access expertise

Years of access expertise matters.

Support at every step

Ensure 24/7 support.

3

Access for All Scenarios

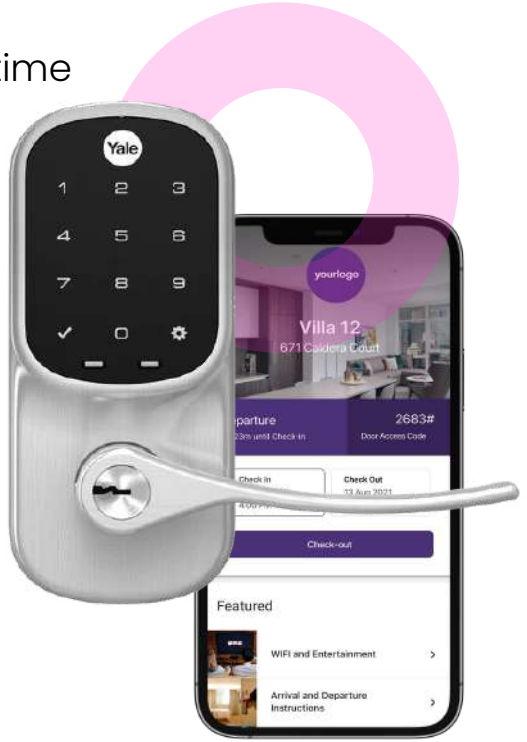
- Intercom access
- Elevator access
- Gate access
- Garage door access
- Additional access methods

4 Guest Access Automation Benefits

- Unique, time-bound codes for every reservation ensure a secure arrival.
- Codes can be auto released when conditions like check-in time and verification are met
- Auto updates to codes and code timing in response to booking changes and cancellations
- Ability to instantly cancel codes for problem guests

Depending on your PMS:

- Codes may be pushed back to your Property Management System messaging platform and auto shared with guests.
- First code use may send back a “checked in” status



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Staff Access Automation Benefits

- Dedicated entry and exit codes for each staff member
- Ability to create one-off codes for contractors
- Auto notifications of work by employees (e.g. cleaning completed, maintenance started)
- Targeted email and text notifications by team member
- Access logs for security and guest disputes
- Convenient back-up entry options

6

Evaluating Smart Lock Models

Key Factors to Consider:

- Current lock type
- Durability and weather resistance
- Keyed vs. non-keyed
- Touchscreen vs. push button
- Local regulations
- Connectivity options

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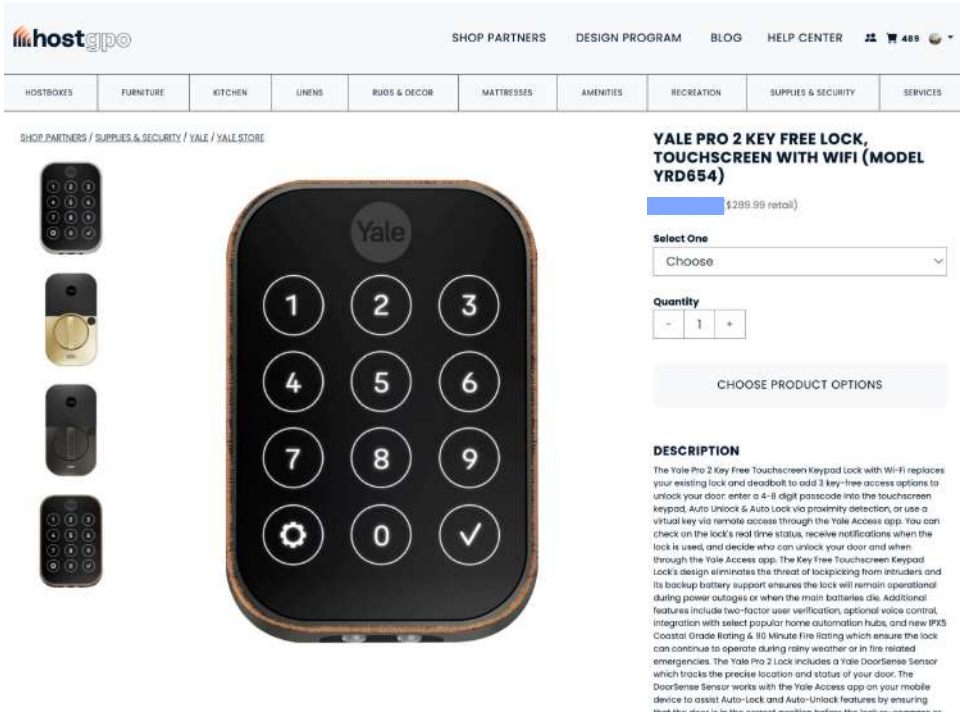
Top selling locks

Yale Pro 2

- Enhanced durability
- Weatherproof construction
- Smart home integration
- Remote access



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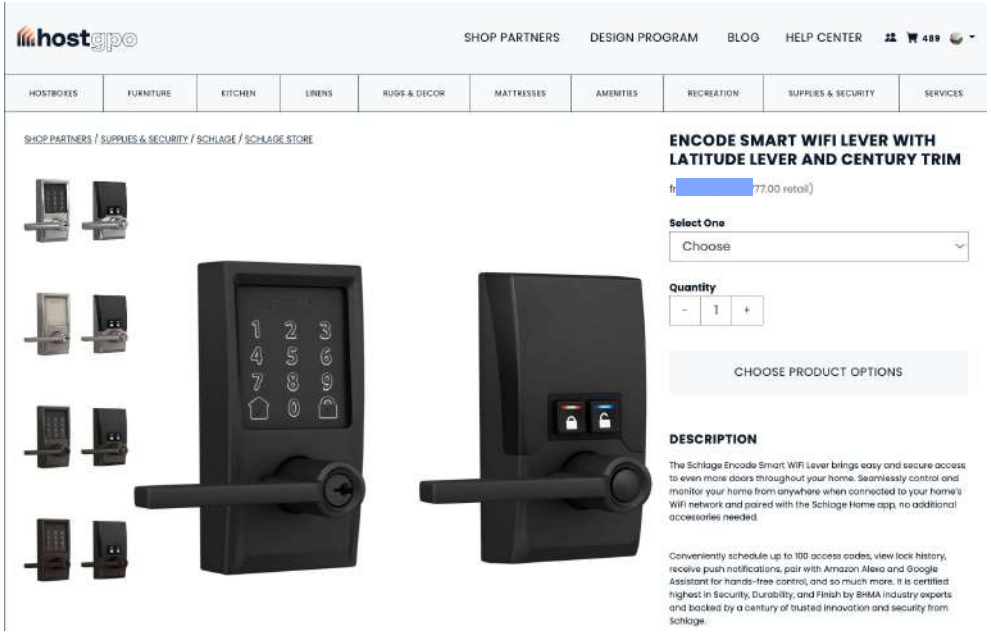
Top selling locks

Schlage Encode

- Built-in wifi (no hub needed)
- Up to 100 access codes
- Smart home integration
- Remote access



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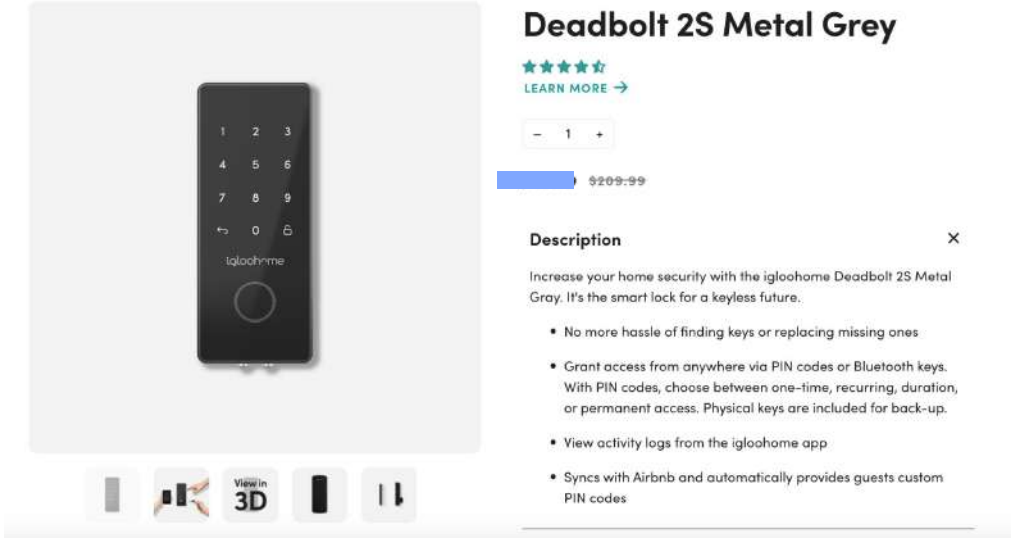
Top selling locks

Igloo Deadbolt 2S

- Bluetooth enabled with PIN codes that don’t require WiFi
- Auto generate time sensitive PIN codes and bluetooth keys
- Smart home integration
- Remote access



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Setting up your network

- Consider wifi extenders/repeaters to extend the range of the existing network
- Confirm that you have good internet signal at each of your doors using a speed test
    - A network with **25-30 Mbps per unit** should be sufficient to run IoT devices and other guest needs
- Be mindful of any wifi network issues reported to guests
- Enable the 2.4Ghz network for your smart locks when connecting to your wifi
- If possible, set up a separate network (SSID) for IoT devices that can't be accessed by guests

Financing your hardware

1. **Option 1** - Have your owners purchase locks on their own
2. **Option 2** - Have the owners purchase locks through you for preferred rates and greater control
3. **Option 3** - Purchase the locks and include them for active clients as part of your service (for a small fee or for free)
4. **Option 4** - Rent locks from a company like Operto (and build fee into your service fees for owners)

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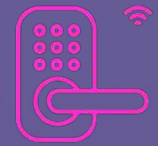
Key Takeaways



Smart locks on their own have benefits

Think wisely on who you choose for your access partner and their flexibility and reliability

Access automation goes beyond just smart locks

Staff, guests and owners can all benefit from access automation

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Key Takeaways

For locks to work effectively, a strong network connection is key

Have some go-to locks but also consider each property's go to need

Maximize capital efficiencies and partner expertise when investing in smart locks

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Thank you.

Q&A

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