

# The Lanesborough

Improving hotel operations and security with key management systems

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As one of London's most prestigious luxury hotels, The Lanesborough is renowned for excellence in guest service and operational standards. To maintain these standards, the hotel sought innovative technology that would improve operational efficiency, support compliance, and ensure the security of critical assets such as master keys.

In 2023, The Lanesborough implemented the Traka Touch Pro Intelligent Key Management System to modernise and secure the management of its hotel-wide key operations.

## THE CHALLENGE

The Lanesborough's team previously relied on a manual key management process that was inefficient and difficult to track. Keys were signed in and out using paper-based systems, which left room for human error and created vulnerabilities around accountability.

The hotel operates with more than 250 employees across multiple departments, each requiring access to different areas of the property. Without an intelligent system in place, it was challenging to monitor who held which keys, when they were issued, and whether they were returned on time.

This lack of visibility not only posed potential security risks but also created operational inefficiencies, particularly during peak occupancy periods when quick access to keys was critical.





## THE SOLUTION

To address these challenges, The Lanesborough installed Traka's Touch Pro intelligent key cabinet. The system allows only authorised users to access keys, with every transaction recorded automatically.

With Traka in place, hotel management can now:

- Instantly identify which employee has a specific key, when it was removed, and when it was returned
- Automatically generate audit reports to support compliance requirements
- Receive alerts if keys are not returned within set timeframes
- Save staff time by eliminating paper-based registers and manual tracking

## THE RESULT

To address these challenges, The Lanesborough installed Traka's Touch Pro intelligent key cabinet. The system allows only authorised users to access keys, with every transaction recorded automatically.

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By eliminating manual key logs, the hotel has improved efficiency, especially at busy times, while also reinforcing its commitment to guest safety and asset protection.

## LOOKING AHEAD

Following the success of the initial deployment, The Lanesborough is exploring further opportunities to enhance security by integrating Traka with its wider access control infrastructure.

This integration will allow for seamless management of employee access credentials, ensuring that when a staff member's access is revoked, it is applied across doors, systems, and key cabinets simultaneously

By adopting intelligent key management, The Lanesborough has set a benchmark for how technology can strengthen both operational efficiency and security in the luxury hospitality sector.

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