



Overview | Hospitality Solutions

Optimizing Government Operations with MCA's Carefully Curated Portfolio of Integrated Voice, Data, and Security Technology Solutions

In the hospitality industry, the safety and security of guests, visitors, and staff is of the highest priority. From luxurious resorts and bustling casinos to fine dining restaurants and vibrant entertainment venues, these facilities face unique challenges that require specialized solutions.

Ensuring that guests feel safe and well-cared for, that staff can quickly and clearly communicate during day-to-day activities and emergency events, and that the devices used to manage bookings and sensitive customer data are secure is no small task. MCA understands these challenges and offers a carefully curated portfolio of voice, data, and security solutions designed to address the specific needs of hospitality environments.

Our two-way radios ensure clear, reliable communication among hospitality staff, enabling quick responses to guest needs and emergencies. Combined, our radios and radio coverage enhancement systems are essential for effective coordination and exceptional service delivery across floors and sprawling campuses.

Our security solutions include video surveillance systems with AI analytics that enhance situational awareness by quickly identifying and monitoring guests and staff. Our access control systems secure sensitive and restricted areas such as hotel rooms, VIP lounges, and back-of-house operations. Meanwhile, our alarm panels and detection sensors provide real-time monitoring of doors, hallways, stairwells, and common areas for potential intrusions and dangerous behaviors.

All these systems can be integrated along with visitor and employee management applications to create a comprehensive security network that protects critical areas and ensures the safety of everyone within your facilities.

Our custom-tailored approach addresses the unique challenges of the hospitality industry, providing reliable and efficient solutions that support the smooth operation of hotels, resorts, casinos, entertainment venues, and restaurants. By prioritizing safety and satisfaction, MCA helps hospitality providers enhance guest experiences and drive business growth.



Integrated Technology Ecosystems for The Hospitality Industry

Two-Way Radios and Radio Coverage Systems

Work Order Ticketing and Incident Management

Body-Worn Cameras and Video Systems

Intelligent Video Surveillance and Analytics

High Security Access Control Systems

Perimeter and Intrusion Detection Systems

In-Building Wireless Infrastructure

Public and Private Cellular Networking

Mass Notification and Alerting Systems



MCA supports the hospitality sector with solutions that enhance guest experiences through improved communication and efficient management systems. Our solutions facilitate robust communication networks for staff coordination, guest services, and public announcements, ensuring seamless operation and elevated guest satisfaction.

Voice Solutions

Voice solutions, commonly known as two-way radio solutions, are specifically tailored to meet the demanding needs of the hospitality industry. They enhance communication, coordination, and efficiency across all levels of hotel, entertainment venue, and restaurant operations, ensuring superior guest service and safety.

Two-Way Radios and Radio Systems

MCA provides robust two-way radio solutions, including MotoTRBO and digital radio systems, essential for secure, reliable, and clear communication in hospitality operations. Our dispatch consoles and applications seamlessly integrate with these systems, enhancing coordination with real-time data, intuitive interfaces, and efficient resource allocation. These solutions ensure superior coverage, interoperability, and rapid response in any situation, from guest services to security incidents.

Body-Worn Cameras (BWC)

Our body-worn cameras (BWCs) equip hospitality personnel, including security, front desk staff, bartenders, and other employees, with real-time video streaming and recording capabilities. These cameras enhance situational awareness and accountability, effectively monitor guest interactions, help resolve disputes, ensure guest and staff safety, and reliably record incidents for training purposes.

Radio Integrations

In the hospitality sector, effective communication and incident management are crucial. MCA integrates two-way radios with work order ticketing systems like HotSOS and incident management solutions like ALLY. These integrations ensure that staff can efficiently manage guest requests, maintenance tasks, and security incidents. Real-time management of work orders and incident reports enhances service quality, operational efficiency, and overall hotel safety.

Security Solutions

MCA's security solutions are tailored to meet the specific needs of the hospitality industry, offering comprehensive protection and enhanced situational awareness. Our video surveillance, access control, and detection systems work together to create a secure and welcoming environment for guests and staff.

Intelligent Video Surveillance and Analytics

MCA offers advanced video surveillance solutions equipped with intelligent analytics to enhance security and situational awareness in hospitality settings. Our systems provide real-time monitoring, facial recognition, object detection, and behavior analysis, enabling proactive threat detection and rapid response. These solutions seamlessly integrate with existing infrastructure, delivering high-resolution video and actionable insights to improve guest and staff safety.

Access Control Systems (ACS)

Our access control systems ensure only authorized personnel and guests access restricted areas within hospitality venues. Using biometric scanners, RFID readers, smart cards, and temporary guest credentials, these systems provide multi-layered security. MCA's access control solutions integrate with video surveillance and alarm systems, creating a comprehensive security network that protects critical assets and facilities.

Perimeter and Intrusion Detection Systems

To safeguard hospitality properties and sensitive areas, MCA provides state-of-the-art perimeter and intrusion detection systems. These solutions include technologies such as motion sensors, infrared barriers, and seismic detectors to monitor and secure perimeters. Integrated with video surveillance and access control systems, our intrusion detection solutions enable rapid identification and response to unauthorized access attempts, ensuring the security of guests and staff.





Data Solutions

Our data solutions cater specifically to the needs of the hospitality sector, ensuring robust connectivity and enhanced emergency and non-emergency communication capabilities across all operations. Combined, these solutions form a reliable framework that supports the unique and demanding requirements of hospitality venues, fostering a connected, secure, and efficient environment.

In-Building Wireless Infrastructure

We provide cutting-edge solutions to enhance in-building wireless connectivity including emergency responder communications enhancement systems (ERCES) and cellular distributed antenna systems (DAS) crucial for maintaining seamless communication and data transfer within hospitality venues. Our systems ensure reliable wireless access enhancing guest safety and satisfaction.

Public and Private Cellular Networking

Our enterprise branch routers ensure seamless coverage and secure PCI-compliant communication with T1 compatibility and business continuity through cellular failover for business-critical systems. Our private cellular networks provide dedicated, autonomous communication systems, offering secure connectivity for wireless security devices and smart tablets. These private networks are particularly valuable for maintaining operational integrity and ensuring continuous service.

Mass Notification Systems

Our advanced mass notification systems enable comprehensive monitoring and automated alerts, crucial for effective emergency response. These systems ensure the swift dissemination of critical information to guests and staff, promoting coordinated efforts during emergencies and evacuations, thereby enhancing overall safety within hospitality venues. These solutions are particularly vital for coastal locations and venues accommodating large numbers of guests.

Our Services

MCA is dedicated to empowering hospitality venues with reliable, secure, and cutting-edge technology solutions for team communications and facility security. As a trusted partner, we provide the expertise, support, and integration expertise needed to meet today's complex hospitality challenges, ensuring seamless operations and enhanced safety tailored to the unique needs of hotels, resorts, casinos, and entertainment venues.

Professional Services

Our professional services offer hospitality venues unparalleled expertise in system installations and implementations. With over 90 locations in 14 states, MCA's specialized field engineering teams ensure precise on-site deployments and seamless integration. We operate both inside and outside our footprint, providing robust technology infrastructure across the country and around the world.

Managed Services

Our managed services deliver peace of mind through proactive system management and support. Our custom-tailored Service Level Agreements (SLAs) meet your specific needs, while our Managed Technology-as-a-Service (MTaaS) solution eliminates equipment ownership hassles, keeping your technology infrastructure up-to-date and functioning optimally. Our SecurePlan program manages your security infrastructure, providing continuous monitoring and swift issue resolution.

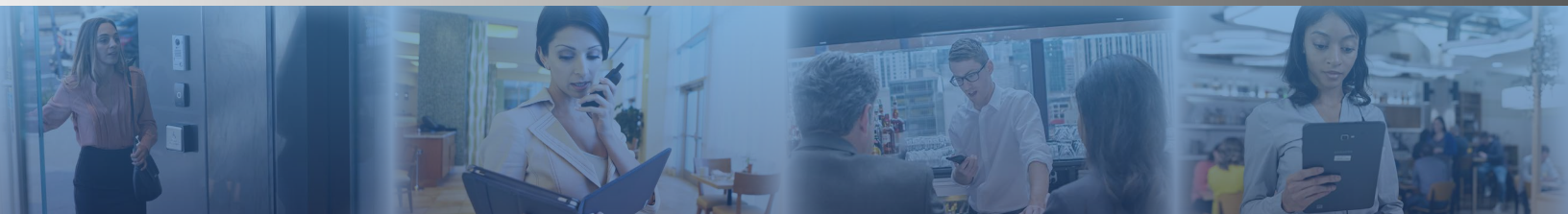
Integration Services

Our integration services unify the management of all solutions within a single operational framework, streamlining your hotel operations. MCA's command center software, custom APIs, and application development services ensure seamless integration across disparate systems, enhancing situational awareness and operational efficiency. Our SOC solutions provide centralized monitoring and control, allowing your teams to visualize and manage complex scenarios with ease and precision.

Partner With MCA as Your Trusted Advisor

MCA partners with a wide range of hospitality establishments, including hotels, resorts, casinos, entertainment venues, and restaurants. Our voice, data, and security solutions, combined with our extensive service offerings, provide hospitality businesses with top-tier connectivity, security, and efficiency. Our expertise ensures seamless operations, secure data, and effective communication among your staff. MCA is committed to empowering your hospitality mission and safeguarding your operations with advanced technology solutions tailored to your unique needs.

Contact Us Today >> 800.596.8205



About MCA

MCA is one of the largest and most trusted technology integrators in the United States, offering world-class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations, and lives.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.

Our team of certified professionals across the United States delivers a full suite of reliable technologies with a service-first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

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The MCA logo is rendered in a white, sans-serif font. The letter 'C' is stylized with a blue circular graphic element inside it, consisting of a solid blue ring and a central blue dot. The background of the entire page is a dark blue gradient with abstract white line art patterns, including a network of nodes and lines in the upper right and a grid-like pattern in the lower right.