

ASSA ABLOY Hospitality Expands Customer Support Initiatives in Puerto Rico Hospitality Market

Hospitality's leading security access provider bolsters support for Puerto Rican hoteliers to meet growing regional demand

Stockholm – November 27, 2018 – ASSA ABLOY Hospitality, provider of advanced security solutions for the hotel industry, announces the strategic expansion of its support operations for servicing hotel properties located in Puerto Rico, in order to ensure that local locking and security needs are fully met and in line with the company's global standards.

The recently implemented strategy includes the regular deployment of personnel to the island from the company's regional office in Panama, providing local staff with additional resources and labor necessary to maintain the highest possible customer satisfaction levels and the guaranteed support of ASSA ABLOY Hospitality solutions available in the market. To further ensure rapid maintenance and repair response times, ASSA ABLOY Hospitality's has partnered with several regional third-party support companies, including MMC Electronic and NIS.

"ASSA ABLOY Hospitality has long been regarded as the go-to provider for the latest advances in security access technology, and now with the enhancements made to the company's support services on the island, we are fully confident in our ability to guarantee the utmost in hotel and guest safety in at all times," said José Cruz, IT Manager at Sheraton Old San Juan. Our relationship with ASSA ABLOY Hospitality has grown even stronger due to the steps that they have taken in addressing our ongoing needs, and we look forward to continue working with them in the years to come."

Additional efforts to enhance support services for Puerto Rican properties also include working with MCC to ensure that spare parts are routinely available at the local level. ASSA ABLOY Hospitality regional leadership is also set to take an active role with the Puerto Rico Hotel and Tourism Association, with plans to participate in the organization's yearly convention in order to meet face-to-face with local hoteliers and better understand their individual and collective needs.

"ASSA ABLOY Hospitality has a proud history of offering the highest quality of support services around the world, and we are extremely committed to ensuring that our efforts in Puerto Rico live up to that same great reputation," said Luisa Fernanda Rubio, General Manager, Panama at ASSA ABLOY Hospitality. "Regardless of the property's size or brand affiliation, hoteliers based in Puerto Rico can now have full faith in our ability to always be here for them and address any issue they may have."

In addition to the enhanced local support services, hoteliers in Puerto Rico also benefit from ASSA ABLOY Hospitality's status as a member of the ASSA ABLOY Group, allowing the

company and its clients to rely on a global network of support and resources whenever needed.

For more information about ASSA ABLOY Hospitality and its comprehensive line of electronic in-room safes and locking solutions, please visit www.assaabloyhospitality.com.

About ASSA ABLOY Hospitality

The global leader in hotel security technology for nearly 40 years, ASSA ABLOY Hospitality is a part of the ASSA ABLOY Group, a publicly listed company with 47,000 employees. With products installed in properties all over the world, securing millions of guestrooms globally, the company's comprehensive range of security and technology solutions is comprised of VingCard electronic locks, Elsafe in-room safes, integrated software platforms and advanced mobile access solutions. Its latest innovation, ASSA ABLOY Hospitality Mobile Access provides advanced security for hotels and augments the stay experience for today's tech-savvy guests. Operating with secure [Seos](#) technology, Mobile Access allocates guestrooms and generates encrypted digital keys over a secure channel. This allows users to bypass the front desk and access their assigned guestrooms via their personal smart phones and watches. In order to provide best-in-class customer service, ASSA ABLOY Hospitality offers support in more than 166 countries worldwide. For more information, please visit www.assaabloyhospitality.com.