



CASE STUDY

Royal Castle Deployed CipherLab RS31 to Develop Faster and More Efficient Processes for Entry Management

The royal castle is one of the most important sites of history and culture in east Europe. The castle represents almost all European architecture in the Middle Ages, the Renaissance and the Baroque period. It was also declared a UNESCO World Heritage Site.



The castle is beautifully preserved and is a must-see attraction because it holds numerous historic buildings and various interesting exhibits. There are always long queues to buy tickets for sightseeing. For conservation reasons, there are daily limits to the number of tourists. The staffs at the entrance monitor the number of tourists each day. Therefore, developing a fast and efficient process to enter the castle and keeping up with customer satisfaction is very important. The IT department of the castle hoped to find a suitable handheld device for scanning barcodes on tickets to streamline tourists' movement at the entrance, instead of visually checking and keeping physical copies.

The system integrator of the castle recommended CipherLab RS31 – an ergonomic mobile computer that can read 1D and 2D barcodes, RFID, as well as NFC. It weighs only 260 g, allowing staff to continuously work throughout the day without being fatigued. The RS31 is protected with an IP67 rating and 1.2 m drop resistance so there are no worries of accidental drops. Running on the Android operating system, the RS31 is powerful and easy to use.

By deploying CipherLab's RS31, the castle got good responses from tourists and staffs around the castle. The deployment really helped the ticketing department modernize and streamline the processes and enhanced the experience of the tourists. In the future, the castle can also explore the feasibility of extending the use of e-tickets shown on tourists' mobile phones.

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