

Elevating the guest experience

Resorts World Las Vegas and dormakaba unlock seamless digital access



Projected completion

2025

Resorts World Las Vegas, United States of America

"We have always been pioneering on our quest to provide the best guest experience – and we've never been afraid to be on the leading edge, especially when it comes to offering digital-first experiences like room key in Apple Wallet to our guests. **Partnering with dormakaba** allows us to provide the best possible guest experience – which, at Resorts World, **is priceless.**"

Shannon McCallum

Vice President of Hotel Operations, Resorts World Las Vegas

Fast facts

- Based in Las Vegas, NV.
- The first fully integrated resort built on the Las Vegas Strip in over a decade.
- Opened in June 2021, Resorts World Las Vegas seamlessly blends the technology and luxury appeal of an urban contemporary resort with the traditions and time-honored details of the international Resorts World brand.
- Boasting a total of 3,506 luxury hotel guest rooms and suites, complemented by an unparalleled gaming experience within its expansive 117,000-square-foot casino.

Solution

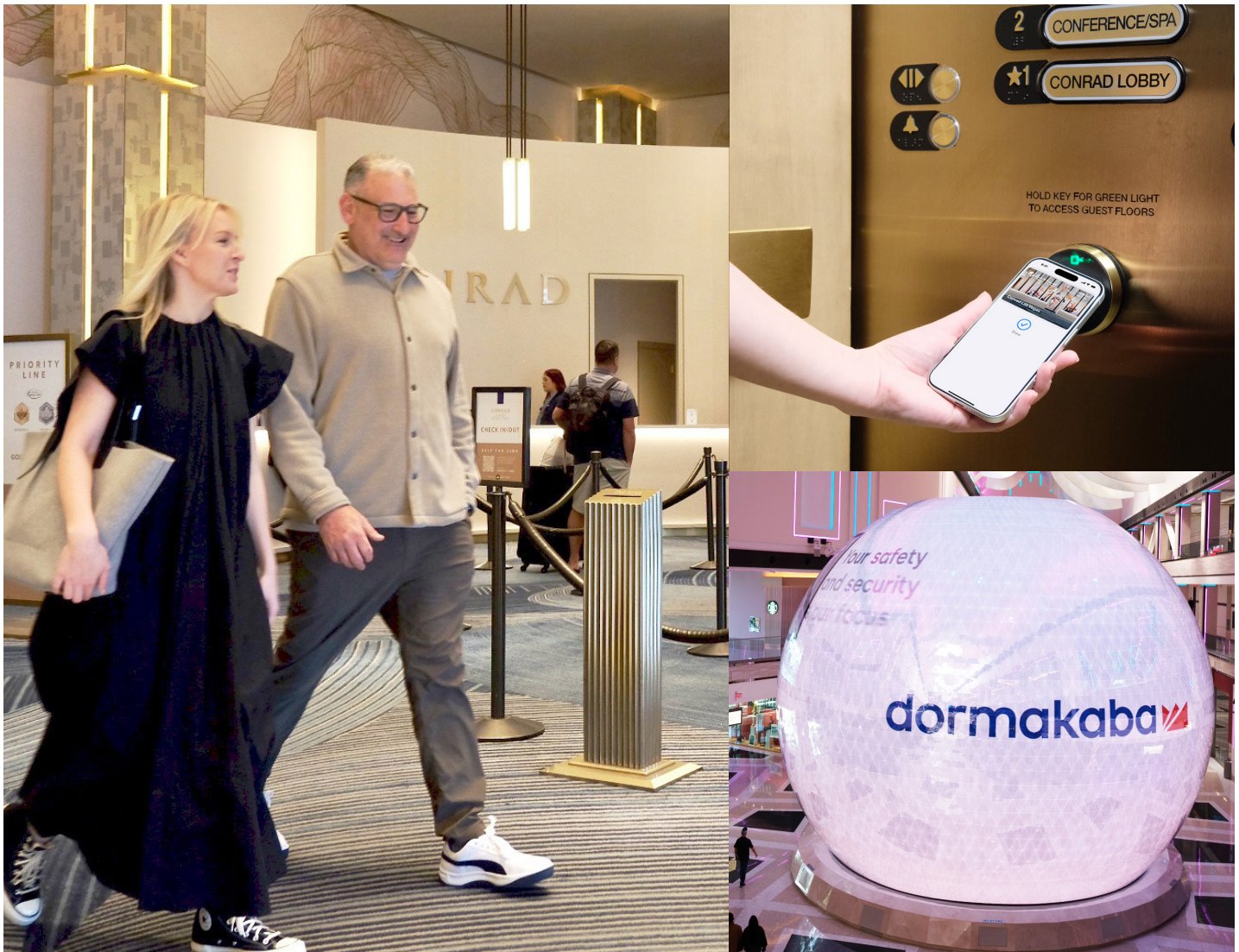
- Quantum™ Pixel+ electronic hotel lock with NFC
- Ambiance™ Access Management Software
- RAC5 Multi-Floor Controller and Perimeter Access Control
- Ambiance Mobile Key with LEGIC Trusted Services (certified Apple Credential Provider)
- Alliants Experience Platform (certified Apple Credential Manager)
- Room key in Apple Wallet

Background

Resorts World Las Vegas stands as a premier resort and casino situated on the iconic Las Vegas Strip. As a prominent convention hotel, the property prioritizes delivering a consistently seamless and high-quality guest experience. Recognizing the increasing demand for digital convenience and efficient services, Resorts World strategically sought to elevate its guest experience by implementing a more efficient check-in process that allowed guests to get into their rooms faster.

At the time of launch, other hotels on the Las Vegas Strip were still operating on guest experiences driven by Bluetooth® Low Energy (BLE) technology and mobile applications to power them. No other hotel on the Las Vegas Strip – and no other hotel of this scale, anywhere – had successfully delivered a digital check-in process that leveraged a digital wallet solution using NFC technology. NFC, or Near Field Communication, allows for contactless communication between a smartphone and the lock or reader, enabling seamless entry. It is the same familiar technology behind tap-to-pay, making it intuitive for guests to unlock their room with their device.

"From effortless and easy check-in, to frictionless guest room access, to ordering meals directly to your room, Resorts World is committed to **putting the power back into the palms of your hands,**" McCallum said. "By partnering with dormakaba, we're taking a significant step forward in enhancing convenience and security. The goal was to eliminate long check-in lines and provide a frictionless experience through Apple Wallet, enabling guests to enjoy a seamless transition from arrival to room access."



The challenge

Barriers to seamless guest access

As one of the newest and most technologically advanced resorts on the Strip, Resorts World set a bold goal: to deliver a seamless, mobile-first guest experience. However, its previous mobile key system limited the resort's ability to fully own and customize the guest journey.

- **Inefficient check-in process:** Lengthy check-in lines and staffing challenges create friction for guests, particularly short-stay and convention visitors who highly value efficiency. Requiring app downloads or loyalty enrollment further complicates the experience.
- **Lack of control over technology:** Its previous solution, while effective for many hotel environments, was not built for the scale and complexity of a large casino and convention resort.
- **Technology limitations:** While Resorts World Las Vegas had previously implemented a BLE-based mobile key system, which uses Bluetooth to communicate between a guest's device and the door lock via an app, it could not support the resort's ambition of offering a comprehensive and seamless digital wallet key.

This limitation created a fragmented check-in journey and prevented the resort from delivering the seamless, mobile-first access guests increasingly expect. Additionally, the lobby space saw a high volume of traffic despite anticipating higher digital adoption to reduce physical check-in congestion.

"We aimed to move away from existing technology limitations and create a truly seamless experience for our guests," McCallum said. "Our vision was clear – to be a pioneer on the Las Vegas Strip by becoming one of the first resorts to launch a comprehensive access experience via digital wallet, enhancing guest convenience and control while moving beyond the constraints of legacy systems."

The resort needed a more flexible and scalable solution that could integrate with its broader technology ecosystem and support innovations.

THE SOLUTION

Partnership built on flexibility and choice

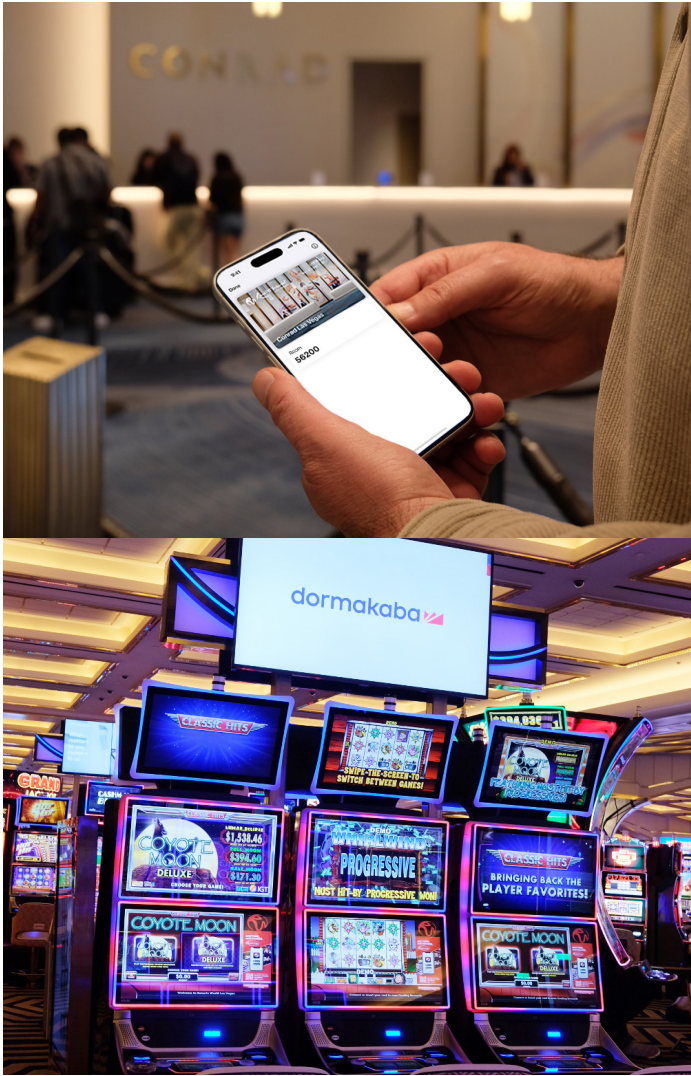
The partnership among Resorts World Las Vegas, dormakaba, and Alliants – a hospitality guest experience platform and certified Apple Wallet Credential Manager – was founded on principles of flexibility, trust, and mutual collaboration. Looking for more control than its previous mobile key setup allowed, Resorts World found a dedicated partner in dormakaba – one that offered greater flexibility without restrictive product limitations.

To ensure confidence in the technology, dormakaba provided 100 electronic upgrade test kits, allowing Resorts World to thoroughly evaluate the transition to NFC that enabled the end-to-end technology before full-scale implementation. This collaborative process enabled dormakaba to refine the solution based on Resorts World's valuable feedback, ensuring a smooth transition to the new digital check-in experience enabling room key in Apple Wallet.

At the core of the partnership is dormakaba's open, scalable technology stack – a differentiator that allowed Resorts World to build on its existing lock hardware without the need for a full system replacement. Because the resort was an existing dormakaba customer using the original Quantum Pixel Lock with Ambiance Access Management Software, it was able to implement a modular update of the electronics to unlock a more robust feature set while minimizing cost, disruption, and waste.

Key benefits

- **Proactive approach and early implementation:** Resorts World was notably impressed by dormakaba's proactive approach to problem-solving and the team's demonstrated ability to manage product implementation ahead of schedule. The dedicated dormakaba support ensured a seamless transition, delivering the technology on time and consistently meeting Resorts World's high standards. This timely deployment allowed the resort to integrate the new system with minimal disruption to guest experience and operations.
- **Infrastructure support and scalability:** dormakaba established the necessary infrastructure to support NFC-enabled access across Resorts World Las Vegas. This included the deployment of Quantum Pixel+ door locks – sleek, brass-finished hardware with embedded NFC capabilities for digital access that complements the modern, luxurious aesthetic of the resort. To extend digital access to more complex areas of the property, dormakaba also implemented RAC5, an access control solution ideal for locations without traditional wiring infrastructure. RAC5 integrates multi-floor controllers and perimeter access to ensure that the entire property – including elevators, convention spaces, and amenities such as the fitness center – can operate efficiently and smoothly within the mobile key ecosystem.
- **End-to-end experience:** In collaboration with Alliants Experience Platform, AXP, Resorts World launched a new digital check-in process. AXP allows guests to unlock the potential of a hotel team by providing a platform that brings together all parts of a guest's journey.
- **Room key in Apple Wallet debuts on the Las Vegas Strip:** At the time of launch, no other property on the Las Vegas Strip had made room key in Apple Wallet available to guests – making Resorts World's implementation a defining moment in delivering a seamless and modern guest experience. This strategic move was instrumental in enhancing the guest experience, eliminating the need for physical room keys and enabling guests to access their rooms with their iPhone or Apple Watch as their key.
 - o Adding a room key to Apple Wallet is easy. Guests can select the link in their reservation email and follow the on-screen instructions – with no need to download an app. Upon completing check-in and receiving a room assignment, their key will be automatically activated and ready to be used on their iPhone or Apple Watch.
 - o With Express Mode, guests do not need to wake or even unlock their device to use their room key in Apple Wallet – they can simply tap and enter. If their iPhone needs to be charged, their room key in Apple Wallet will still work for up to five hours with automatic power reserve.
 - o Guests can securely share their room key with other iOS users via their favorite messaging apps or AirDrop – all directly from Apple Wallet. All guests need to do is tap "Share" on their room key in Apple Wallet, and afterwards, they can easily manage or revoke their shared keys from one place.
 - o Room key in Apple Wallet takes full advantage of the privacy and security features built into iPhone and Apple Watch. When a guest uses a room key in Apple Wallet, data is never shared with Apple or stored on Apple servers. If an iPhone or Apple Watch is misplaced, the guest can disable their room key by placing their device in lost mode, online or in the Find My app.



The results

Transforming the guest experience

Guests increasingly anticipate frictionless check-ins and convenient access to hotel services directly from their personal devices. By proactively offering these capabilities, including remote ID verification with Alliant, Resorts World is not only meeting these evolving expectations but also significantly enhancing overall guest convenience and satisfaction. dormakaba technology, in partnership with Alliant, plays a crucial role in effectively supporting this transition without compromising essential security or the overall guest experience.

Results and key takeaways

While the full implementation is currently ongoing, Resorts World anticipates several key outcomes:

- **Guest registration:** Mobile check-in rates increased significantly at Resorts World following the introduction of web-based check-in and room key in Apple Wallet. Conversion rates jumped from a previous range of 10-16% to over 44%, despite the service being available at only two of the three hotels.
- **Usage:** Nearly 90% of Resorts World guests use iPhones, making room key in Apple Wallet the ideal and most widely accessible solution. In the future, the resort will extend digital key access to other mobile device types.
- **Check-in efficiency:** With up to 2,000 guest arrivals daily, minimizing lobby wait times is a paramount priority. The implementation of room key in Apple Wallet and the revamped access system is expected to significantly improve check-in speed, reducing the number of guests who need to check-in directly at the front desk. At current adoption, this represents approximately 880 fewer in-person check-ins per day. As adoption grows, that number increases to roughly 1,400 fewer guests waiting in line, directly boosting overall guest satisfaction.

Looking ahead

Building a long-term partnership

The adoption of NFC-enabled access control at Resorts World Las Vegas marks a significant shift towards a digital-first guest experience, aligning with broader industry trends and the evolving expectations of contemporary travelers. This transition not only reflects the increasing demand for seamless, contactless interactions but also offers sustainability benefits by reducing reliance on traditional paper and plastic. With this technology, the resort empowers guests to securely access their rooms using delivery channels such as room key in Apple Wallet, eliminating the need for physical key cards and streamlining the check-in process. As the hospitality industry continues its digital transformation, the move represents a notable step towards a future where guests can manage their entire stay conveniently with the devices they use every day.

Resorts World is continuing its strategic expansion within the Las Vegas market, and dormakaba remains committed to supporting the resort's sustained growth through a strong focus on comprehensive life cycle management and regular, proactive business reviews conducted by its dedicated Customer Success Team. This partnership is designed to evolve organically, with dormakaba's presence growing in tandem with Resorts World's ongoing efforts to advance its digital-first initiatives.

Both have a shared goal: to ensure access control technology seamlessly enhances the guest experience without being overtly noticeable. For Resorts World, the unwavering aim is to remain at the forefront of the dynamic hospitality industry, continuously leading with innovative, digital-first solutions that consistently set new and higher standards for exceptional customer experience. For dormakaba, success is inherently mutual – when Resorts World excels, dormakaba achieves its own measure of success.

"What we value most is dormakaba's ability to evolve alongside us," McCallum said. "This isn't just about technology. It's about shared vision, flexibility, and trust. As we grow, we know they'll continue to be a partner who understands where we're headed and helps us get there."

How can we help you?

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