

CASE STUDY: One Suite Hotel, Dubrovnik

Delivering big-hotel experience through smart technology

Located at the entrance to Srebreno near Dubrovnik, **One Suite Hotel** is a modern aparthotel with 18 luxury units (64 beds) operating year-round.

Despite its boutique size, the hotel set out to deliver a **premium, tech-enabled guest experience typically associated with large hotel chains** while maintaining operational efficiency and energy control.

CHALLENGE

The hotel faced a clear strategic challenge:

- Differentiate in a highly competitive hospitality market
- Deliver a tech-driven guest experience
- Ensure high security standards and seamless access
- Optimize energy consumption without compromising comfort
- Avoid complex infrastructure that increases operational costs

How to operate like a large, technologically advanced hotel—within a small property footprint.



SOLUTION

To deliver a seamless, high-end guest experience while maintaining operational control and energy efficiency, Špica Hospitality implemented a **fully integrated smart room and access ecosystem** designed to work as one unified system rather than isolated technologies.

At the core of the solution is a **centralized platform (Visionline)** that connects all rooms and access points via Ethernet, allowing hotel staff to monitor, manage, and control the entire property in real time.

Each apartment is equipped with an **Allure room control system**, combining a microcontroller with input/output units that continuously track room status. This enables the system to automatically adjust heating, cooling, and in-room functions based on whether the guest is present ensuring optimal comfort while minimizing unnecessary energy consumption.

Access to rooms is secured through **VingCard electronic locks**, integrated directly with the room system. These locks communicate with the central platform and support both **RFID keycards and mobile access via BLE technology**, giving guests flexible and secure entry options.

To further enhance the guest journey, the hotel introduced **Mobile Key** functionality, allowing guests to use their smartphones to access not only their rooms, but also shared spaces such as elevators, parking, and other hotel amenities. This removes friction from the experience and aligns with modern guest expectations.

All components - from room automation and access control to mobile technology- are fully synchronized. The result is a system that **automates operations, strengthens security, and elevates the overall guest experience**, without adding complexity to daily hotel workflows.

RESULTS

OPERATIONAL IMPACT

- First hotel in Croatia to integrate:
 - Ethernet-based GRMS communication
 - Mobile key infrastructure
 - RFID + BLE + IR lock communication

BUSINESS OUTCOME

- Reduced unnecessary energy consumption through occupancy-based control
- Eliminated need for complex lock infrastructure
- Streamlined operations via centralized system

GUEST EXPERIENCE

- Faster, frictionless check-in and access
- Fully mobile-driven stay experience
- Increased perception of innovation and quality

“Collaboration with Spica has helped us provide additional value for guests by applying new technologies.”

- Lukša Jakubušić, Hotel owner

KEY ADVANTAGES

- Full mobility: access and control anytime, anywhere
- Increased guest satisfaction through seamless experience
- Significant energy savings via automation
- Industry-leading security with VingCard technology
- Premium design aligned with modern hospitality standards

