

Case Study

[Clicca qui per l'italiano](#)

# 5-star Milan hotel deploys WAVE PTX™ for discreet, professional, and reliable communications

## Portrait Milano

Portrait Milano is a 5-star hotel located in Milan's fashion district, steps away from the city's most prestigious shopping addresses. Housed in a former 16th-century seminary, the hotel is centred around an impressive courtyard and offers a wonderful blend of historic architecture and contemporary Italian design. Portrait Milano prides itself on providing a guest experience focused on bespoke hospitality, tranquillity, and timeless elegance.

### Customer

Portrait Milano

### Partner

SAITEL Telecomunicazioni s.r.l.

### Industry

Hospitality

### Solutions

A WAVE PTX broadband push-to-talk (PTT) system comprising:

- TLK 25 Wi-Fi wearable communications devices with earpieces
- TLK 100 two-way radios
- WAVE PTX mobile app
- WAVE PTX dispatch



## Challenge

Portrait Milano's primary requirement was to deploy a single radio system that could deliver reliable and clear push-to-talk (PTT) communications across the whole site to improve staff coordination and efficiency. However, it was not looking for a traditional radio network, as being in a historic 17th-century building with very thick walls which impede signal and on a site that exceeds 8,000 m<sup>2</sup>, this would have been a very complex and potentially costly project involving significant infrastructure. A further key requirement for the hotel was the need for discreet, sleekly designed radios for use in its reception, bar, restaurant, and wellness areas, where discretion and professionalism are particularly valued, to ensure a flawless, unobtrusive guest experience.

## Solution

Motorola Solutions' partner SAITEL, which is also based in the Milan metropolitan area, deployed a WAVE PTX system at Portrait Milano, configuring a range of TLK 25 Wi-Fi wearable communications devices for customer-facing teams and TLK 100 radios for security and back-office teams, including kitchen and cleaning staff. SAITEL tested the devices on site and provided basic training. Beyond the all-call channel, SAITEL also established various talk groups to enable specific teams to collaborate effectively. Some managers also have the WAVE PTX mobile application on their smartphones and laptops. They can therefore stay informed about any incidents or emergencies requiring their attention or intervention, wherever they are working.

The security team, meanwhile, utilises WAVE PTX Dispatch to manage individual and team communications, track users via GPS, send multimedia or emergency messages, and coordinate operations, all from a web-based console in their control room.

The WAVE PTX system operates over the hotel's Wi-Fi network, delivering reliable, clear, instant communication across the site. Staff use the system extensively each day to manage hotel operations and to effectively respond to customer enquiries, issues, or emergencies. User feedback has been excellent, with operators particularly praising the TLK 25's small size, light weight and multiple wearing or carrying options, as well as its intuitive voice assistant, which allows them to change channels or adjust the volume, for example, without touching the device.



The WAVE PTX radios are an essential tool for our day-to-day hotel operations. They allow our staff to coordinate in an efficient, but discreet, manner, so that we can deliver the best possible customer service to our guests.

– Jacopo Brugnoli, Head of IT, Portrait Milano



## Outcome

Jacobo Brugnoli, Head of IT at Portrait Milano, explains: "The TLK 25 was a game changer for us. It is extremely discreet and its stylish design is ideal for a hotel like ours, as staff can communicate clearly and efficiently without negatively impacting the guest experience. It is great that we can use it with an earpiece too. Then, being able to equip the back office and security teams with the more traditional TLK 100 device and managers with the app, the system gives us all the flexibility we need." Indeed, WAVE PTX is a versatile and easily scalable solution that can grow with the hotel. For example, in the future it could be integrated with the broader Motorola Solutions safety and security ecosystem, including body cameras, MOTOTRBO radios and fixed video solutions, for even greater enhanced situational awareness and streamlined workflows.

In summary, the WAVE PTX system is enabling Portrait Milano staff to work more efficiently and productively. Teams can collaborate effectively, to ensure they can answer any guest enquiries quickly and accurately, and respond to any incidents swiftly and with the relevant, real-time information at their fingertips to uphold safety and security. This all contributes to the smooth running of the hotel in a professional, organised manner and enables staff to deliver the best possible guest experience.



## Benefits

- Fast deployment with no infrastructure and within budget
- Reliable coverage and excellent audio quality across all areas of the 8,000m<sup>2</sup> site (despite challenging architecture and thick walls)
- Easy-to-use and easy-to-manage system and radios, for maximum user adoption
- Discreet, non-invasive devices with suitable accessories
- Enhanced worker efficiency and productivity, resulting in improved customer service and guest experience
- Better coordination and faster, more informed response during incidents and emergencies
- System versatility and scalability to meet future requirements





To learn more, visit:  
[www.motorolasolutions.com](http://www.motorolasolutions.com)



Motorola Solutions Ltd., Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the stylised M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under licence. All other trademarks are the property of their respective owners. ©2025 Motorola Solutions Inc. All rights reserved. 12/2025