

Why Axess?

LOTTE ARAI Resort in Niigata is located near the city of Myoko in the heart of Japan. Since opening in 2017, it has already been voted the best and most family-friendly ski resort in Japan by "Ski Asia Awards".



**LOTTE ARAI
Resort**

Niigata, Japan

A gondola as well as a double and a 4-man chairlift can transport up to 9,000 guests per hour to enjoy a total of 16 kilometers of slopes. 12 **AX500 Smart Gates NG**, 6 Axess **HANDHELDS**, 2 Axess **TVM**, 10 Axess **SMART POS** and one Axess **WEBSHOP** were installed.

The resort also has an impressive range of on-site activities in the summer, where the installations are used too.

We asked our long-term customer LOTTE ARAI Resort why systems from Axess are used in their resort and whether they would keep choosing these solutions.

Why did you choose Axess as your Partner?

"The systems from Axess are amazingly cost-effective compared to their competitors. The use of smart cards and automatic gates were essential for the construction of a luxurious resort. In order to establish a global brand, a cheap-looking ticket made of paper was out of the question for us. "

What was particularly pleasing about the collaboration?

"All Axess employees gave us great support during the installation of the hardware. We currently appreciate the support on the phone or on site very much.

That is why we were and are very enthusiastic about Axess as a partner. "

What was changed by the Axess installations?

"We now have real-time data management through a cloud server. This gives us a precise overview of the number of visitors to the resort.

On the other hand, it also prevents the use of a wrong ticket or enables a ticket to be blocked immediately in the event of unauthorized use. In addition, in the event of an accident or a complaint, we can track the usage history of a ticket down to the smallest detail."