

# Integrated Hotel Solutions

Schneider Electric innovation helps hotels achieve operational excellence, drive down energy consumption, and ensure the highest levels of guest satisfaction.

We simplify complexity with a single, integrated platform that ensures your hotel is connected, sustainable, comfortable, efficient, and safe.



# It's all about the guest

The main objective of all hotels to provide an exceptional guest experience that ensures customer loyalty while achieving a positive return on investment. Reducing operational costs and maximizing staff productivity allows hotels to provide guests with an inspiring, memorable ambience and a connected, digital experience that they expect.

## Simplifying complexity

Hotels are highly complex, energy intensive environments. Multiple, divergent systems don't share information. Maintenance is difficult and often reactive. Hotels need to leverage technology to achieve operational excellence, drive down energy consumption, and ensure the highest levels of guest satisfaction. We simplify complexity with a single, integrated platform that connects all assets, systems, devices, and services for monitoring, analysis, and control of your hotel. This enables you to drive operational efficiency and staff productivity.

Schneider Electric provides hotels with innovation at every level—from connected devices to systems, software, apps, services, and analytics. Our offer is the most comprehensive on the market, and includes guest room solutions, common area solutions, electrical power and energy solutions, integrated building management solutions and a host of maintenance and sustainability services.

## Leveraging expertise

When you choose Schneider Electric, you are tapping into a vast global network of hotel and energy management experts. As an industry leader, Schneider Electric is dedicated to supplying the most innovative and sustainable solutions on the market – providing a positive return on investment, and improving operational efficiency for our customers. Leverage our expertise to improve financial performance, reduce carbon emissions and energy costs, and reinvest savings into the guest experience.



A 1% increase in a hotel's online reputation score leads up to a 0.89% increase in ADR, occupancy increase up to 0.54% and up to a 1.42% increase in RevPAR.\*

\*The impact of social media on lodging performance, by Chris K. Anderson, PhD, Cornell Hospitality Reports, Nov. 2012; Vol. 12, Number 15, 6-11.

# Meeting your daily challenges

## Deliver exceptional guest satisfaction

Ensure loyalty and increase revenue by giving guests the comfort, convenience, connectivity, and control they expect.

### Schneider Electric's approach to improving the guest experience:

- user-friendly, integrated control in guest rooms to enhance comfort, ambience, and convenience. Guests can control lighting, temperature, curtains, audiovisual systems, MUR/DND status—all from wall switches, bedside panels, or tablets.
- automated control of common areas such as lobbies, restaurants, bars, meeting and function rooms provides perfect lighting effects, proper temperature control, fresh air, and an engaging ambience for guests.
- premium electrical accessories to enhance interior décor and provide a seamless electrical solution.

## Improve operational efficiency

Get real-time actionable information from all your hotel systems for more efficient, productive operations and faster response times.

### Schneider Electric's approach to improving operational efficiency:

- integration and data aggregation of building, power, property, and guest room management systems.
- proactive maintenance: problems identified early, avoiding emergency repairs, lowering costs, improving staff efficiency, and minimizing disruption to guests.
- automated and intuitive room control, which improves staff efficiency and provides repeatable lighting scenes to create perfect ambience in your common areas.
- BMS automated fault detection, diagnostics, monitoring, and reporting.
- high-quality, open-protocol, reliable products which provide a positive ROI, reduce long-term maintenance costs, and are future ready.





### Improve energy & sustainability performance

Reduce energy costs and carbon emissions while meeting regulatory demands and satisfying customer expectations for sustainable hotels.

#### **Schneider Electric's approach to improving energy efficiency and sustainability:**

- Guest Room Management System integrates with building and property management systems, providing accurate information on energy consumption and turning off services in guest rooms when they are unoccupied.
- advanced metering and monitoring systems to analyze and report on building services, providing benchmarks for operational performance.
- intelligent lighting control and energy management systems operating with advanced monitoring and reporting capabilities, to reduce energy consumption, improve lighting efficiency, and reduce maintenance costs.
- stand-alone and networked energy efficient solutions – including room controllers, motion sensors, dimmers and timers – activate lighting and HVAC only when required and turn off systems when areas are vacant for a period of time.
- energy efficient lighting solutions utilizing state-of-the-art lamp technology.

### Provide safety & security

Reduce risks, protect revenue, and ensure peace of mind for guests and staff with integrated access control, intrusion detection, life safety systems, and video surveillance.

#### **Schneider Electric's approach to providing safety and security:**

- integration of emergency evacuation and security systems into a single, integrated building management platform, to provide the highest level of protection for guests, staff, and assets.
- advanced video surveillance systems to monitor inside and outside the hotel, providing security for property, hotel assets, staff, and guests.
- integrated access control to secure hotel assets, building plant systems, and hotel data systems.
- high-level intrusion detection through integration of video surveillance, alarm systems, access control, and lighting systems.
- reliable data infrastructure and cabling systems to ensure constant and continual communication for building services and check-in systems.
- sensor-operated lighting control that provides greater levels of safety and maximizes energy efficiency in storerooms, car parks, loading docks, external areas of the building, stairwells, and staff areas.
- an extensive range of industry leading circuit protection including RCDs and MCBs that meet mandatory legislation and OH&S requirements – protecting guests, staff, and assets.

# Innovation at every level

## Integrated Building Management Solutions

Our single, integrated platform connects all assets, systems, devices, and services for monitoring, analysis, and control of your hotel. Turn system data at the automation level into valuable business information at the management level.

## Guest Room Management Solutions

Guest rooms are unoccupied 70% of the time, yet account for 40-80% of energy consumption in hotels. While enjoying their rooms, guests expect a personalized, connected, intuitive digital experience. They want comfort, convenience, and control. With our integrated guest room management solutions, the very technology that gives guests control can help you drive down energy costs by 25-44%.

## Common Area Solutions

Impress guests with perfect lighting effects, proper temperature control, fresh air, and an engaging ambience while saving energy and reducing operational costs. Our scalable, integrated common area solutions provide flexible, dynamic control of public spaces, conference rooms and stage areas, and ensure safety in case of emergency.

## Electrical Power & Energy Management Solutions

Hotels need to reduce energy consumption, protect against grid disturbances, anticipate power distribution problems, and detect equipment maintenance issues—all while ensuring a safe and reliable electrical distribution system. Our solutions provide visibility and control of your hotel's energy consumption and power systems, enabling you to reduce carbon emissions and energy costs while providing safety to guests and staff.

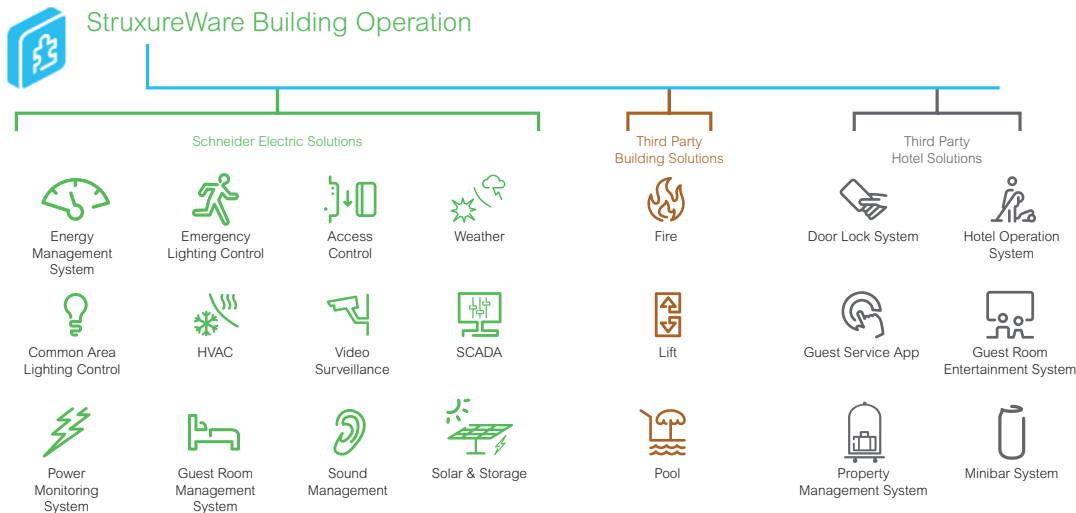
## Services

Schneider Electric's complete set of services for hotels include:

- Smart Building Service Plans, including Building Analytics, StruxureWare Building Operation™ Cloud Backup, and Commissioning.
- Energy & Sustainability Services, including Energy & Resource Consulting; Energy Measurement, Monitoring, & Reporting; Strategic Energy Sourcing; and Corporate Sustainability Solutions.

## SmartStruxure Solution for Hotels

Powered by StruxureWare Building Operation - a simple solution for a complex environment



# From connected devices to systems, software, apps, services, and analytics

## Integrated Building Management

- Integration of building management, property management, guest room management
- Integrated power distribution providing safe, clean and reliable energy
- Integrated safety & security—video surveillance, access control, fire and life safety systems, emergency lighting, sound monitoring, elevators
- High-level network connectivity and scalable backbone communication infrastructure, utilizing cutting-edge data and digital technology

## Guest Rooms

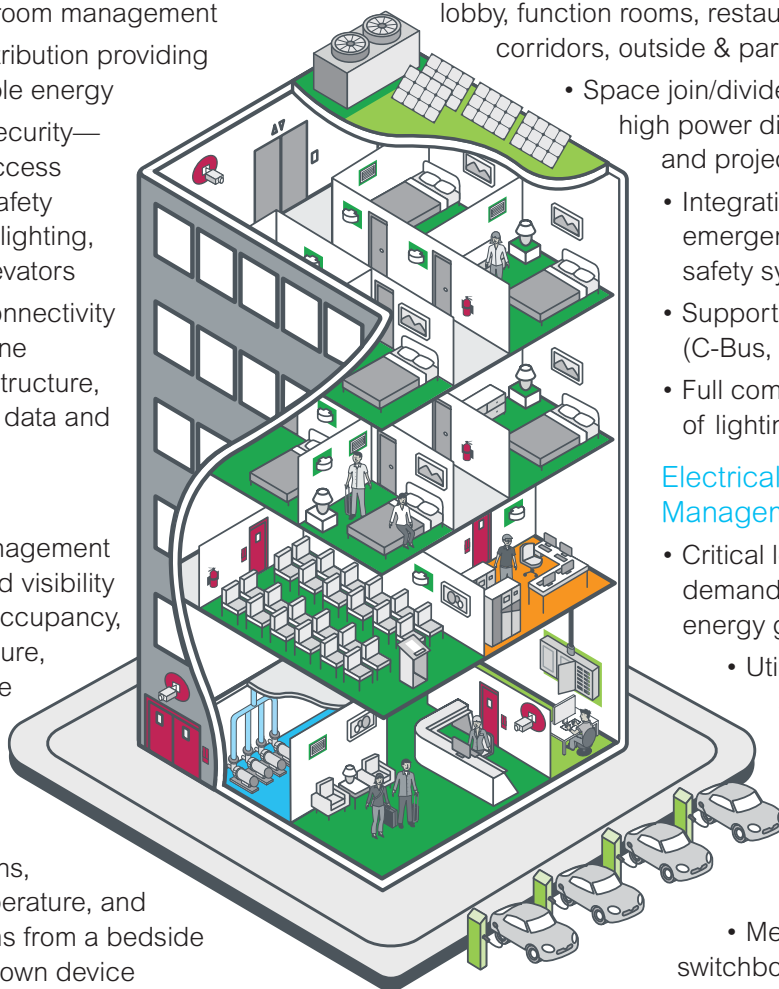
- Our Guest Room Management System for control and visibility of room conditions: occupancy, energy use, temperature, humidity, maintenance needs, and status of HVAC, curtain, DND/MUR, door, and windows
- Guests control curtains, lighting scenes, temperature, and entertainment systems from a bedside panel, tablet, or their own device
- Apps provide easy access to room and spa services, concierge, local entertainment, and more

## Common Areas

- Scenes, lighting, curtain, and climate control in lobby, function rooms, restaurants, bar/café/lounge, corridors, outside & parking, façade
- Space join/divide, staging applications, high power dimming, audio, video, and projector control
- Integration with BMS, emergency lighting, and life safety systems
- Support for needed protocols (C-Bus, KNX, DALI, DMX)
- Full compatibility with any type of lighting (LED, CFL...)

## Electrical Power & Energy Management

- Critical loads, standard loads, demand response loads, clean energy generation, EV charging
  - Utility incomer & MV substation
  - Voltage conditioning
  - Capacitor banks & other power quality equipment
  - Metering, generator set, LV switchboard, UPS
- Power monitoring & control software







# Life is On in your hotel



Schneider Electric is the global specialist in energy management and automation. With revenues of ~€27 billion in FY2015, our 160,000+ employees serve customers in over 100 countries, helping them to manage their energy and process in ways that are safe, reliable, efficient and sustainable. From the simplest of switches to complex operational systems, our technology, software and services improve the way our customers manage and automate their operations. Our connected technologies reshape industries, transform cities and enrich lives.

At Schneider Electric, we call this **Life Is On**.

## Life is On for guests

- Overall hotel experience is inspiring and memorable—with perfect lighting effects, precise temperature control, fresh air, and an engaging ambience
- Exceptional comfort and convenience in the guest room—control of curtains, lighting scenes, temperature, entertainment systems from bedside panel and/or tablet
- Personalized, connected, intuitive digital experience

## Life is On for staff

- Pre-engineered systems and solutions for fast installation and efficient operation
- Out-of-the-box reports and trending tools
- User-friendly functionality: trending, one-click reporting, interactive graphics, calendar-like scheduling, easy-to-use alarms
- On-site and remote access
- Personalized user interface: the right information to the right person at the right time

## Life is On for hotel owners & operators

- Exceptional guest satisfaction, which improves loyalty, review scores, and revenue
- Real-time visibility and control delivers operational efficiency, energy performance, and cost savings
- Significant energy savings: realize 25%-44% energy reduction in guest rooms and beyond
- Reduced CAPEX: simplified engineering through preconfigured, scalable solutions and standardized reference architectures
- Compliance with environmental regulations and hotel brand standards

# Global expertise you can rely on

Hilton Adelaide & Collins Bar, Australia  
Hilton Americas-Houston, United States  
Hilton Bournemouth, United Kingdom  
Hilton Copenhagen Airport, Denmark  
Hilton Hanoi, Vietnam  
Conrad, Seoul, South-Korea  
Hua Hin Marriott Resort & Spa, Bangkok, Thailand  
Phuket Marriott Resort & Spa, Nai Yang Beach, Thailand  
Renaissance Suzhou Wujiang Hotel, Suzhou City, China  
The Ritz-Carlton, Bali, Indonesia  
The Ritz-Carlton, Hong Kong, China  
The Ritz-Carlton, Shanghai, China  
Le Méridien Saigon, Ho Chi Minh City, Vietnam  
Sheraton, Chennai, India  
Sheraton, Pretoria, South-Africa  
Westin Kuala Lumpur, Malaysia  
Westin Resort, Macau, China  
Westin Washington National Harbor Hotel, United States  
Crowne Plaza Adelaide, Australia  
Crowne Plaza, Dubai, UAE  
InterContinental, Dubai, UAE  
InterContinental Hanoi Landmark 72, Hanoi, Vietnam  
InterContinental, Wellington, New-Zealand  
Bellagio, Las Vegas, USA  
Four Seasons, Hong Kong, China  
Hyatt Regency, Dubai, UAE  
Park Hyatt Saigon, Ho Chi Minh City, Vietnam  
MGM Grand, Macau, China  
Mandarin Oriental, Macau, China  
Mandarin Oriental, Kuala Lumpur, Malaysia  
Mandarin Oriental, Barcelona, Spain  
Mandarin Oriental, Paris, France  
The Peninsula Hong Kong, China  
Shangri-La Hotel, Dubai, UAE  
Sofitel So, Singapore

# Proven in hotels worldwide



Hesperia Tower

## Hesperia Tower Hotel, Barcelona, Spain

Hesperia Tower's objective was to combine the highest level of comfort with optimum energy efficiency. Our comprehensive solution provides:

- Common area management of lighting and climate control
- Power, Building, & Guest Room Management Systems, with centralized visibility and control
- Low & Medium-voltage equipment
- Full visibility and control of energy consumption
- **30% energy savings thanks to bioclimatic design and Schneider Electric solutions**

## Sheraton on the Park, Sydney, Australia

Sheraton on the Park, one of the most luxurious hotels in Sydney, conducted an energy audit to identify needed retrofit upgrades. Our solution provides:

- SmartStruxure BMS
- Energy monitoring & control
- Customized workspaces on the hotel's operating system, plus remote access
- Variable speed drives
- **15% energy savings on the first month's energy bill**

## Hilton Worldwide, Washington, DC, United States

Hilton Worldwide wanted to enhance the guest experience while improving resource efficiency. Leveraging data synthesized by Resource Advisor software, Schneider Electric consultants help Hilton lower its energy costs and improve its guest experience across its global portfolio of owned, managed, and leased properties.

- Automated bill management minimizes late fees and utility pricing discrepancies
- Innovative building management solutions reduce energy expenditures
- Guest Room Management Systems improve guest satisfaction
- **14.5% energy savings since 2009 — savings that can be reinvested into the guest experience**

Life Is On

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September 2016

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