

Guest Room Management

Full Service & Luxury Solution

Delivering exceptional guest satisfaction while optimizing energy and operational efficiency.



Solution at a Glance

Schneider Electric's Full Service & Luxury Guest Room Management Solution for Hotels enables temperature, lighting, bedside panel, tablet, and curtain control, along with integration to door lock, building management, property management, and guest room management systems. Guests enjoy a customized, intuitive digital experience along with exceptional comfort and convenience, while Hotel Operators are able to manage individual rooms, or the entire network of rooms, to drive energy efficiency, monitor alarms and events, and perform proactive maintenance.

There are three main components to the solution. First, the SE8000 Series Room Controller, which provides HVAC control with occupancy management. Then the Hotel Room Controller (HRC), which provides lighting, curtain, DND/MUR, and bedside panel integration and control. And finally, the Guest Room Management Solution (GRMS), which receives data from the HRC and provides centralized visibility and control, as well as integration with other services: BMS, PMS and door lock.

The GRMS enables the Operator to see occupancy and DND/MUR status, monitor and control conditions in the room, and troubleshoot problems remotely. The Operator can also set the guest's preferred language, temperature, and unit of measure on the guest's thermostat and in-room tablet.

Hotel Room Controller

The HRC is connected to StruxureWare™ Building Operation via BACnet IP, and the SE8000 Series Room Controller or the TCx00 thermostat via Modbus®. Configuration of the HRC is accomplished via a web interface, allowing the user to easily configure it according to its specific requirements. The HRC is available with 28 or 42 I/O modules. A 14 I/O expansion module is also available.



Overview

Deliver an Exceptional Guest Experience While Driving Energy & Operational Efficiency

Guests expect a “plug and play” experience. Everything in the room should be easy to understand and operate. Through customizable user interfaces, guests will enjoy an easy-to-use and intuitive user experience. This can include the creation of mobile and tablet apps exclusive to your hotel.

Furthermore, guest room problems decrease loyalty by 11.6% points. Mitigate these issues through our smart devices and integrated systems, and problems are solved before guests even know about them.

The Full Service & Luxury Guest Room Management Solution for Hotels provides the following:

- Exceptional comfort and convenience for the guest (no key card switch; advanced lighting control from tablet, bedside panel, or wall switches; precision temperature control).
- An intuitive digital experience
- Improved loyalty
- A customized guest experience (we use guest preferences across the brand, saved into loyalty programs; preferred temperature, unit of measure and language set upon guest arrival.)
- Guest room energy management
- Proactive maintenance & improved staff productivity
- Temperature control
- Lighting control (Dimming, Scenes)
- Curtain control
- DND/MUR
- Bedside panel & tablet control
- Wired and/or wireless solutions
- Property Management System integration (Opera, OnQ, Galaxy)
- Door lock integration

Good

Limited Service Standalone

- Enhance Comfort
- Improve brand recognition
- Visual appeal
- Deliver intuitive experience
- Increased energy efficiency
- HVAC control with Occupancy management and window detection
- Master switch lighting control based on occupancy

Better

Limited Service Integrated

- Lower maintenance costs
- Gain visibility of operations
- Remotely manage the hotel
- Boost staff productivity
- BMS integration with GRMS dashboard
- PMS integration with BMS and HVAC management
- Door Lock Integration
- Wired or Wireless integration

Best

Full Service and Luxury

- Enhance guest experience
- Increase asset value and differentiation
- Full lighting and blind control via BMS and bedside panel
- Light scenes
- Do-not-disturb
- Make-up room

Architecture

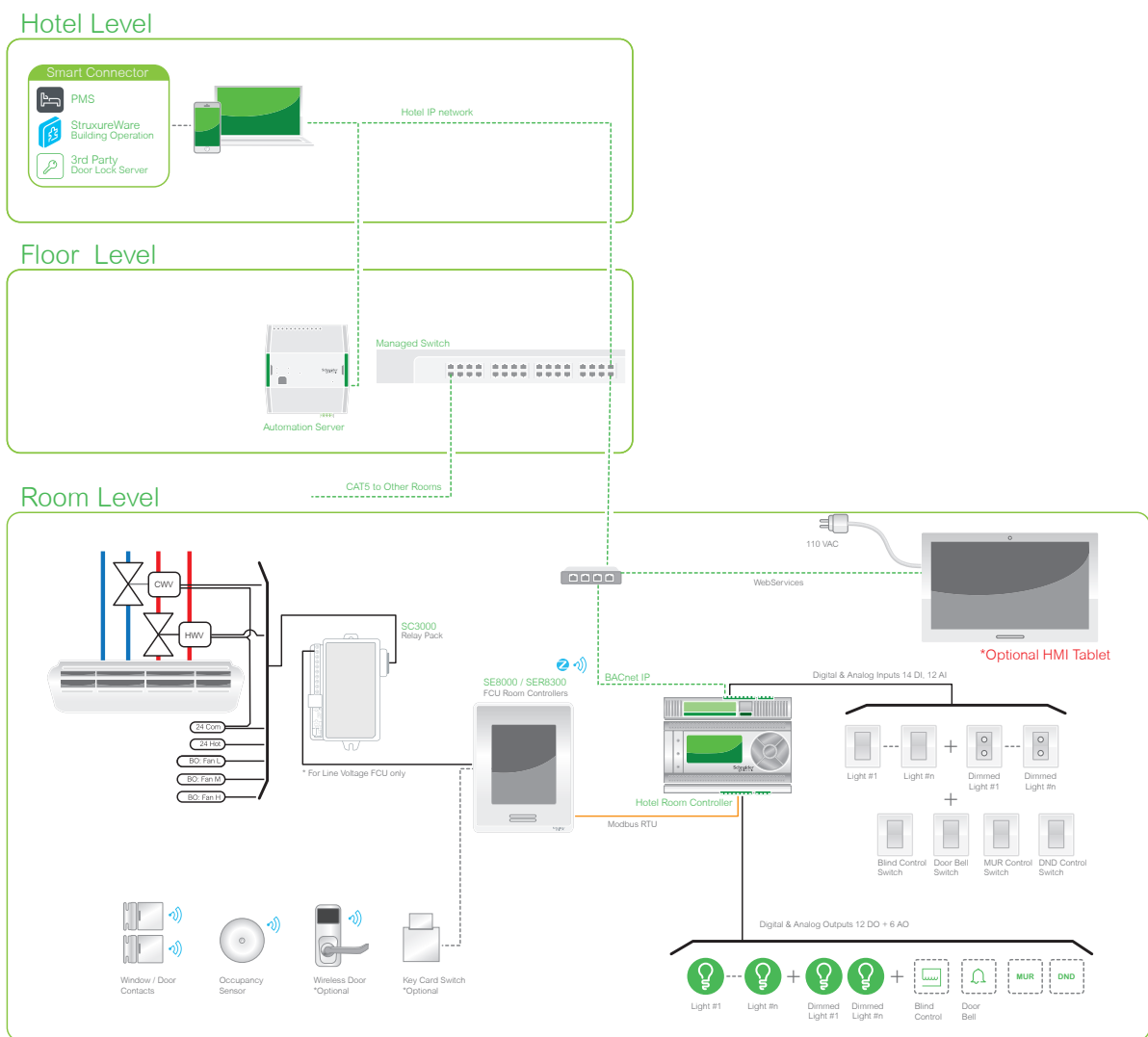
Multiple Circuit Lighting + HMI (optional)

Low voltage applications are controlled by the SE8300 Series Room Controller, and all line voltage applications by the SER8300 Series Room Controller and SC3000 Relay Pack. Lighting switches and lights are wired to the Hotel Room Controller (HRC), while light scenes are enabled with the HRC and StruxureWare™ Building Operation (SBO) via BACnet. The HMI is an optional add-on to the main architecture.

All wired integration for the SE8000 Series Room Controllers and HRC to SBO must be wired via BACnet according to the following:

- No Automation Server (AS) required for applications with less than 200 rooms
- Automation Server required for applications with greater than 200 rooms

The optional HMI setpoint adjustments are accomplished via the Ethernet/BMS/SE8000 Room Controller, while an optional Keycard switch, wireless contacts, and sensors can be added to this application if required.



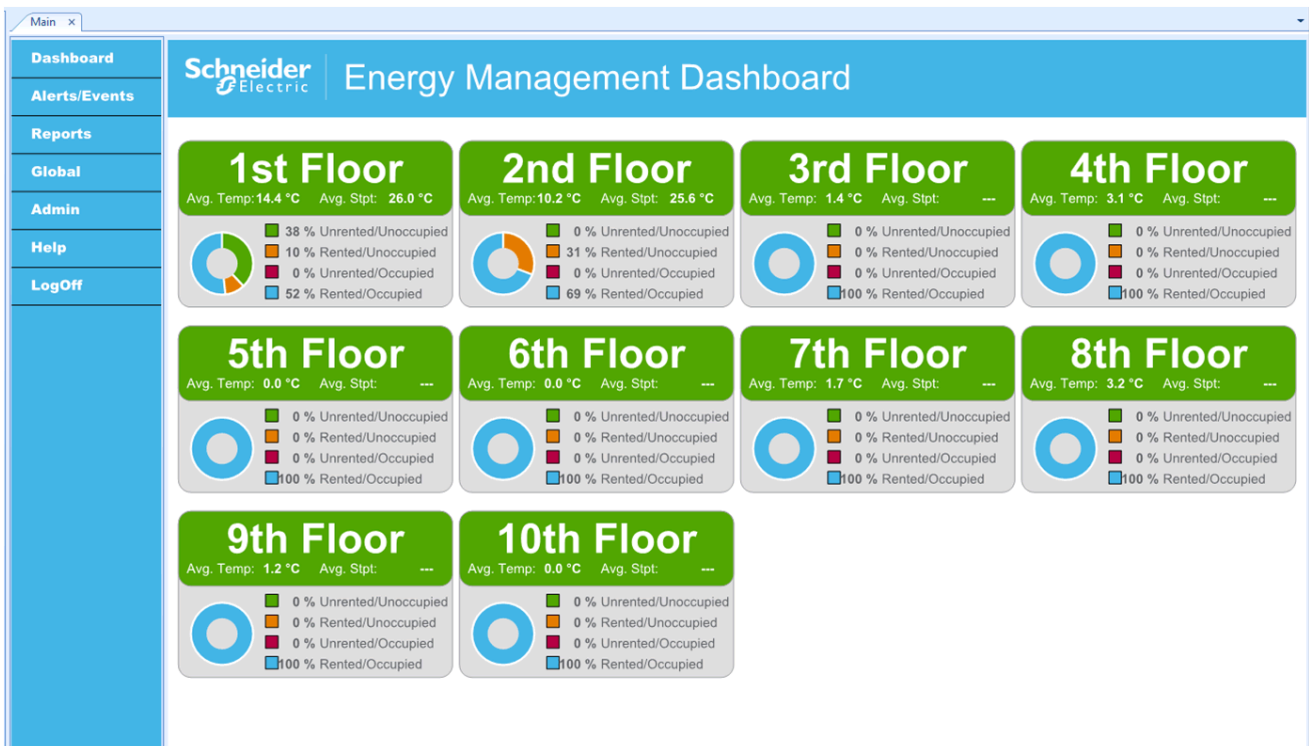
Guest Room Management System

Hotel Guest Room Overview

The Guest Room Management System allows the Hotel Operator to manage an entire network of guest rooms of up to 10 floors with a total of 50 Room Controllers per floor.

General floor information shows various occupancy levels and average temperature information per floor. By selecting a specific floor, any HRC can be accessed and controlled by the Hotel Operator through use of a control widget.

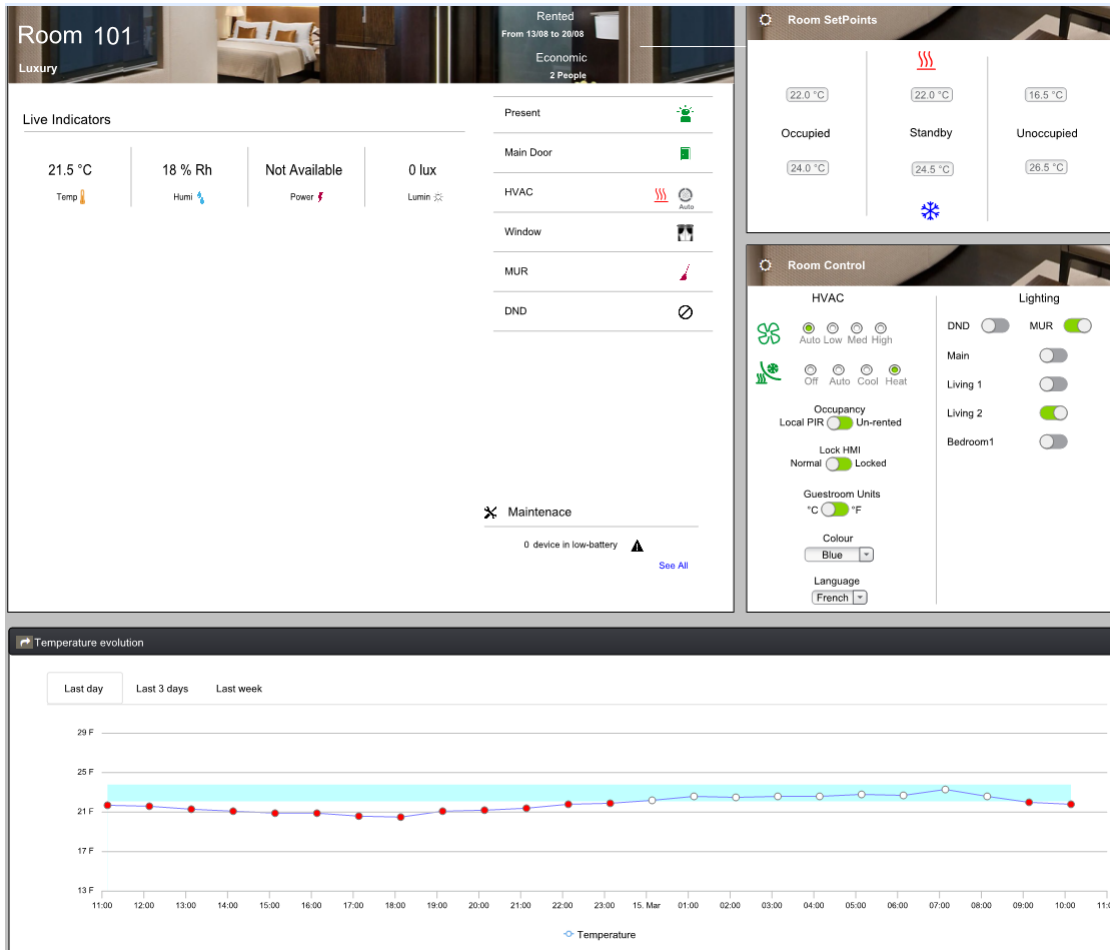
The Dashboard provides functionality for standard reporting, alarm and event monitoring, and user management capabilities.



Guest Room Widget

Clicking any floor on the Dashboard activates the widget allowing the Hotel Operator to provide exceptional guest satisfaction to meet ever increasing guest demands such as personalized comfort control and connectivity. Guest satisfaction is a driving force to improving brand loyalty, positive review scores and increased hotel revenue.

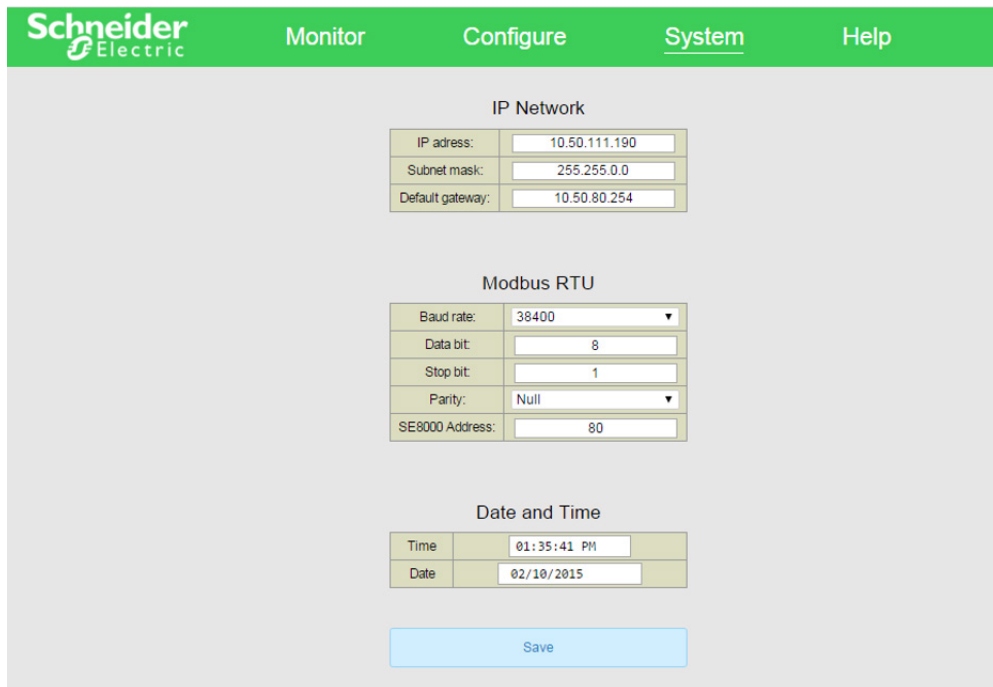
By using the solutions widget, the Hotel Operator can expect significant energy savings by controlling energy consumption in occupied and unoccupied rooms. They can also expect reduced guest complaints and improved operational efficiency resulting in lower maintenance costs.



Hotel Room Controller and Tablet

Hotel Room Controller

The Hotel Room Controller (HRC) adds functionality to lighting scenes and control, DND/MUR, curtain control, door lock and access to bedside tablet. Guest room management is accomplished via a Web Interface allowing the hotel operator to configure the HRC according to desired requirements.



Tablet

The optional HMI allows the guest to control everything connected to the HRC.



Door Lock

Door Lock Integration

Door lock integration is done with Kaba Saflock using web services between the Kaba server and SBO. Integration with other door locks may be available with the same approach or via ZigBee Pro.

Incorporating door lock integration to the solution provides the following:

- Triggers welcome scene when the door is opened by the guest for the first time.
- Triggers restore scene when the door is opened by guest for the second time.
- Triggers "Maid Service" scene when room is accessed by cleaning staff.
- Sets Do Not Disturb to ON when door is dead-bolted.
- Reports door lock online status and triggers alarm in SBO when door lock is offline.
- Reports door lock status at any time.
- Reports door battery status and triggers alarm in SBO when door lock battery is low.



Wireless Door Lock