



Hilton Hotels secure facility electrical networks through Schneider Electric Field Service Assessment Contracts

Hilton Hotels in the Asia/Pacific region leverage Schneider Electric's MPS service plans to get site-wide electrical installation assessments and develop risk management programs.

Hilton Hotels - Asia Pacific Region

schneider-electric.com/hotels

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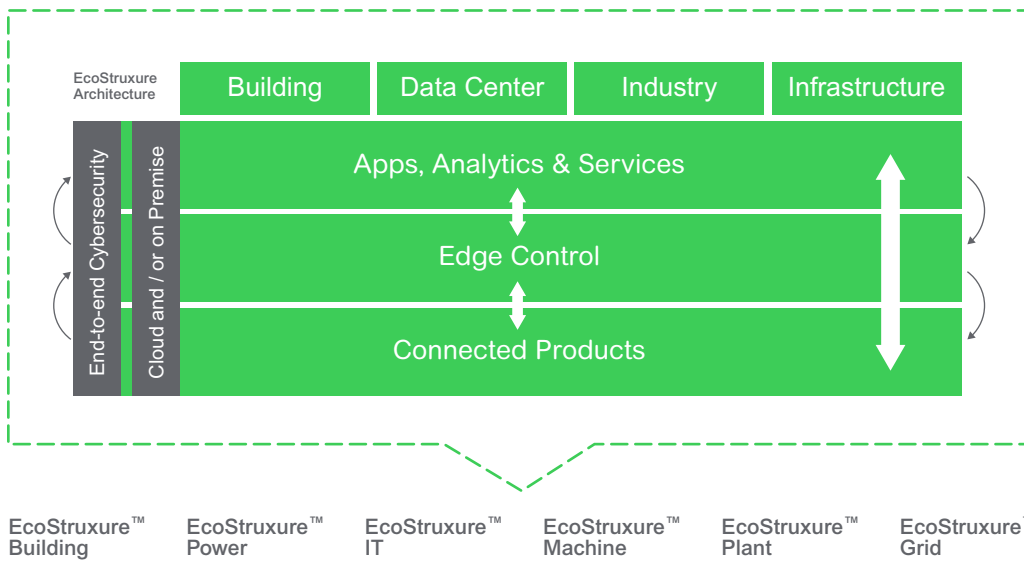
Schneider
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EcoStruxure™

Innovation At Every Level

IoT-enabled system architecture and platform that drives operational and energy efficiency

EcoStruxure™ by Schneider Electric is our open, interoperable, IoT-enabled system architecture and platform. EcoStruxure delivers enhanced value around safety, reliability, efficiency, sustainability, and connectivity for our customers. We leverage technologies in IoT, mobility, sensing, cloud, analytics, and cybersecurity to deliver Innovation at Every Level. This includes Connected Products, Edge Control, and Apps, Analytics & Services, Analytics & Services. EcoStruxure has been deployed in 450,000+ installations, with the support of 9,000 system integrators, connecting over 1 billion devices.



Connected Products

The Internet of Things starts with the best things. Our IoT-enabled best-in-class connected products include breakers, drives, UPSs, relays, sensors, and more. Devices with embedded intelligence drive better decision-making throughout operations.

Edge Control

Mission-critical scenarios can be unpredictable, so control of devices at the edge of the IoT network is a must. This essential capability provides real-time solutions that enable local control at the edge, protecting safety and uptime.

Apps, Analytics & Services

Interoperability is imperative to supporting the diverse hardware and systems in building, data center, industry, and grid environments. EcoStruxure enables a breadth of agnostic Applications, Analytics & Services for seamless enterprise integration.

Find out more about EcoStruxure™

schneider-electric.com/ecostruxure



Background

“Hilton Worldwide is a leading global hospitality company, spanning the lodging sector from luxury and full-service hotels to resorts and extended-stay suites and focused-service hotels. Our company’s portfolio includes 10 brands: Waldorf Astoria, Conrad, Hilton, Doubletree, Embassy Suites, Hilton Garden Inn, Hampton, Homewood Suites, Home 2, and Hilton Grand Vacations. Our 300,000 employees work across our corporate offices as well as our owned, managed, and franchised properties. We provide our guests with an exceptional lodging experience across 91 countries, 4,000 hotels, and 678,000 rooms.

“We strive to provide an unrivaled level of service to our customers. On the physical infrastructure side, this means that our hotel electrical systems must be safe and fully operational at all times. In order to ensure that our guests experience the highest degree of comfort, power in our facilities must also be available 24/7 regardless of outside weather conditions.

High-reliability network requires the proper expertise

“As Director of Engineering within our Estate Operations group, I am responsible for 107 properties that fall within our Asia/Pacific region. Inside of our hotels, the main electrical system represents the lifeblood of power to our meeting rooms and guest rooms. From an operations perspective, we focus on three key goals. First is to keep up with technology changes so that our guests are comfortable, safe, and connected. Second is to maintain the uptime of all of our infrastructure systems. We require top-notch maintenance of our equipment and first-rate backup and recovery plans to keep all of our hotels up and running. Our third goal is to manage our energy so that we can closely control our energy costs.

“My expectation is that our electric network remains in top condition throughout the year; therefore, our networks need to be properly maintained. In case of utility or emergency failure, power needs to be back up and running as fast as possible. If we experience

Goal

Deliver an unrivaled level of service for customers by ensuring that hotel electrical systems are safe and fully operational at all times.

Story

Inside hotels, the main electrical system represents the lifeblood of power to meeting rooms and guest rooms. Hilton Worldwide wanted to ensure they

- Keep up with technology changes so that guests are comfortable, safe and connected
- Maintain uptime of all infrastructure systems
- Manage and control energy costs appropriately

Solution

- EcoStruxure™ Power Monitoring Expert*
- EcoStruxure™ Power Manager**
- EcoStruxure™ Guest Room Expert***
- Schneider Electric MPS (Maintenance, Modernization, Monitoring and Management) Plan

Results

- Maximum power infrastructure uptime
- Detailed overview of the electrical installations in premises which enabled Hilton to define a risk management program

downtime, we lose business and customers. For example, if lighting or air conditioning were to fail in a guestroom, we could lose a customer in one day and it could take us years to eventually win that same customer back. We cannot have power failures that last any longer than 15 minutes.

“In order to address this uptime challenge, I felt we needed expertise in terms of remote power network monitoring and power stability. We also required an expert assessment of our network to determine what system components would need to be replaced so we could continue to maintain a high level of systems uptime in the years to come. I wanted to produce a comprehensive, consistent report that would provide us with the information we would need to make the right decisions regarding system maintenance and performance improvement.

Global solution provider required

“We have established a long-term relationship with Schneider Electric and have noticed that, over the last few years, Schneider Electric has evolved from being a product-oriented company to a full-service solutions provider with a much wider range of services offerings.

“Schneider Electric initiated a number of workshops with us in order to better understand our business challenges. Through these high-management-level visits we learned how Schneider Electric manages ISO 50001 facilities and received input on how to deploy successful sustainability programs. They shared some of the research they had been doing regarding hotel room energy efficiency and also the integration of information technology (IT) with operational technology (OT). These workshops helped develop a true company-to-company relationship which we found to be quite productive. It gave us a chance to explain how we could better support each other in order to achieve our joint goals.



Kenneth Fong, Director of Engineering for 107 Hilton properties in Asia/Pacific, focuses on keeping up with technology changes, maintaining uptime, and managing energy to control costs.

“We also were alerted to Schneider Electric’s new MPS (Maintenance, Modernization, Monitoring and Management) plan and were intrigued because it seemed to align with our business approach to attain maximum power infrastructure uptime.

“Through their MPS service, Schneider Electric engineers and consultants were able to perform site-wide electrical installation assessments and provided us with a detailed overview of the electrical installations in our sites and then worked with us to define a risk management program. The tools that were provided to us by Schneider Electric enable us to view what is going on within our properties from our portable notebook and smart phone devices.

“We decided to sign a 3-year agreement with Schneider Electric in the Asia/Pacific region, and, in 2013, 10 MPS consulting engagements were executed. Moving forward, we are planning to expand the deployment of MPS consulting to our other regions. Partnership is all about a long-term commitment to each other. We look forward to having Schneider Electric help us to support both our repeat customers and those new customers who will decide to place their trust in us in the years to come.”

3 year

Agreement that was signed in APAC region

10

MPS consulting engagements executed

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— Kenneth Fong,
Hilton Worldwide,
Director of Engineering,
Estate Operations

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Learn More



Discover EcoStruxure™



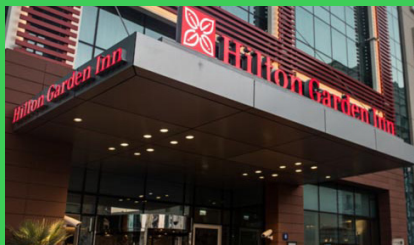
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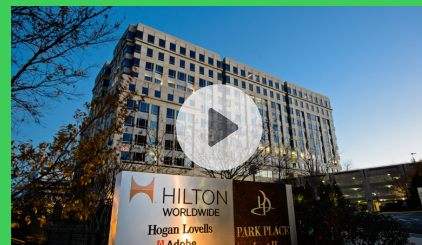
Learn more about our Hotel Power Management



Contact us to start your journey



Hilton Garden Inn Dubai Mall of the Emirates



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*Formerly known as Power Monitoring Expert

**Formerly known as Power Manager

***Formerly known as Guest Room Expert

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