EcoStruxure™
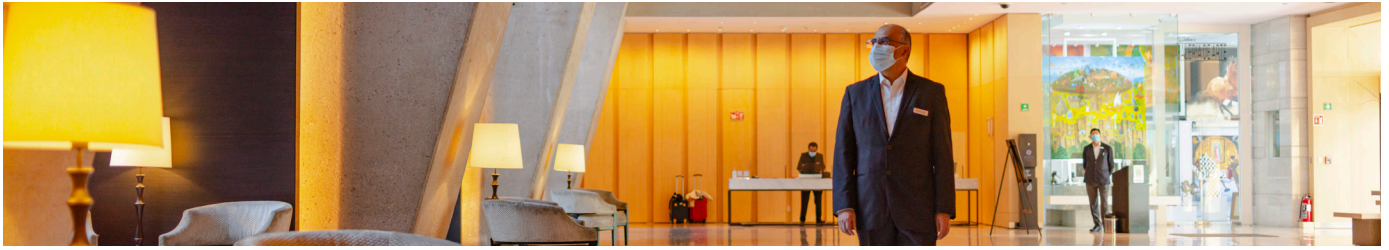Innovation At Every Level

24/7

Powering the hospitality experience

Hyatt Regency — Mexico City, Mexico

One of Mexico City's largest hotels ensures nonstop
hospitality excellence with EcoStruxure™ solutions.

se.com/ecostruxure

Life Is On | Schneider Electric

EcoStruxure Power offers Connected Products, Edge Control, and Apps, Analytics, and Services from Schneider Electric's IoT-enabled EcoStruxure architecture. Together, these innovations help hotels provide a five-star guest experience.

More than a hotel, a second home

Since the hotel's beginnings in 1957, Hyatt has been on a mission to ensure the well-being of its guests, partners, and associates. "For us, the most important thing is people, whether they're our guests or not," says Christophe Lorvo, General Manager and Area Vice President at Hyatt Regency Mexico City (HRMC). "This way of working allows us to provide a much more welcoming stay and achieve our mission of delivering unforgettable experiences.

Energy usage never takes a holiday

Before working with Schneider Electric, HRMC had the infrastructure it needed for daily operations but lacked visibility into the status of crucial power equipment, such as transformers.

Without real-time monitoring of the state of the electrical system, the hotel risked power failures that could compromise the guest experience, and the risks only increased as energy demands grew. But the hotel faced another problem — its existing equipment wasn't designed to guarantee constant power during maintenance or repair activity.

Power outages weren't an option; any type of disruption could negatively impact the guest experience, from the guest staying on the top floor to those attending events hosted in the hotel's conference areas. To maintain the hospitality experience — and to keep its reputation intact — HRMC needed to ensure reliable power around the clock.

The hotel needed services and solutions that would improve the hospitality experience while also providing granular asset visibility and remote management capability. So began HRMC's digital transformation journey.

Goal

Hyatt Regency® Mexico City needed to modernize its power equipment without disrupting the guest experience.

Story

Schneider Electric carried out the modernization project, which included installing several six-ton power transformers nearly 400 feet above ground, while the hotel operated without interruption.

Solutions

The hotel modernized its power infrastructure with a Model 6 Motor Control Center from Square D™ by Schneider Electric, LV Prisma panels, Trihal transformers, QDLogic switchboards, PowerLogic™ meters, and MasterPacT™ circuit breakers — all of which can be managed remotely through EcoStruxure™ Asset Advisor.

Results

- 24/7 remote monitoring of the low-voltage electrical distribution system
- 50% reduction in maintenance time
- Improved guest satisfaction due to the modernization project

Life Is On | Schneider Electric

Taking its future to the cloud

By evaluating the hotel's ceaseless business continuity needs, a Schneider Electric team concluded it would be most profitable long-term to upgrade all substation equipment. This way, HRMC could ensure integration and cohesion of current, as well as future, systems that would allow greater control. These new additions would drastically reduce future technical inspections and general maintenance.

HRMC and Schneider teams needed to work closely together given the logistical challenges before them: replacing four six-ton transformers on the building's 44th floor — all while ensuring continued electrical operation — was no small task. Any shortcoming would have significant consequences, as the hotel maintained high occupancy throughout the project. The teams held daily meetings with hotel staff to ensure their safety during the modernization project, and operations were carried out nightly for a year to minimize disruptions for guests.

In addition, to ensure guests never lost power during the upgrade, an RM6 cell for a ring network was installed, allowing electricity to flow continuously in parallel to the main power substation, resulting in uninterrupted operation.

Old transformers were exchanged for Trihal transformers — next-generation, high-performance solutions with Wi-Fi connectivity and IoT capabilities. With AG3K1 seismic certification and the ability to withstand up to 95% humidity, they're an ideal choice for a place as warm and seismically active as Mexico City.

Existing control panels were replaced with QDLogic low-voltage switchboards, which feature the most reliable electronic and thermomagnetic switches, with ISO90001 and ISO14000 quality certifications.

"It was critical to operate without disturbing our guests throughout the modernization project. Schneider Electric was the only company to guarantee this, and they succeeded."

— *Mario Luna, Director of Facilities, Hyatt Regency Mexico City*
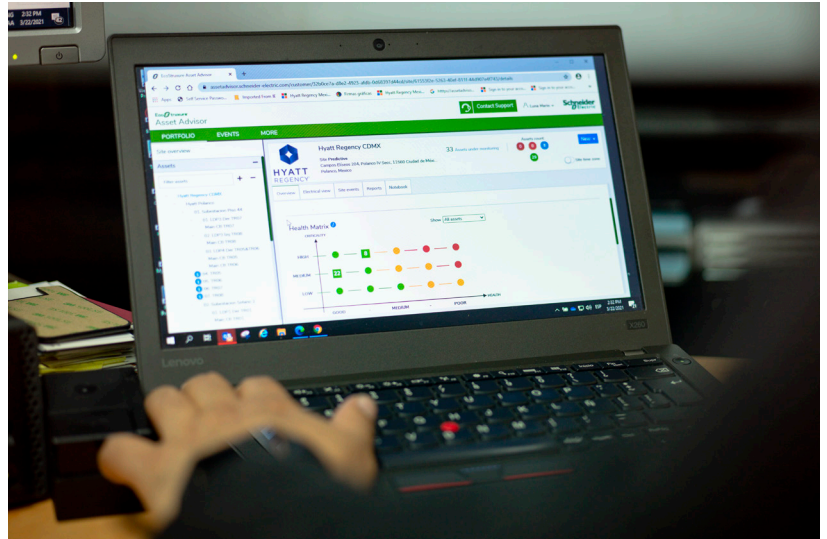
Hyatt Regency Mexico City at a glance:

- Located in one of the city's most exclusive areas
- Hotel spans 44 floors; 144 meters tall
- Average of 20,000 guests per month[*]

*Pre-pandemic figures

Life Is On | **Schneider Electric**

The QDLogic switchboards include PowerLogic PM8000 series measurement and monitoring equipment, which allow Hyatt to forecast energy requirements and accurately allocate or sub-invoice consumption costs. In addition, the key performance indicators that PowerLogic provides helps the hotel discover the best ways to save energy, helping Hyatt meet its long-term consumption reduction goals.

As this high-power installation included several power sources connected in parallel, MasterPacT circuit breakers ensured service continuity. These circuit breakers' fault detection rate and speed of reaction help ensure short circuits don't happen, allowing for clean, continuous power.

Finally, HRMC wanted to ensure its suite of newly installed, IoT-enabled equipment would help it become not just a modern building, but a Building of the Future. EcoStruxure Asset Advisor provides that link: this solution gathers asset data and delivers a detailed overview of the system's health in real time, making it easier to schedule preventive maintenance and avoid power anomalies. Should HRMC's needs change in the future, it can easily integrate new equipment to scale accordingly.

"At Schneider, we monitor every detail, from the logistics to the technical side. It's crucial to have both perspectives to provide the highest degree of security for our clients," says Ricardo Villegas, Sales Consultant for Schneider Electric Mexico Services. In addition to the improved security EcoStruxure's active monitoring affords, the solution provides monthly reports that advise ways to optimize efficiency based on current and forecasted needs.

"Collaborating with the HRMC team on the digitalization of its electrical system was a true honor for us. We're proud to contribute to the digital transformation journey of one of the world's leading hotel chains."

— *Francisco de Regil,*
Vice President of Field
Services, Schneider
Electric Mexico

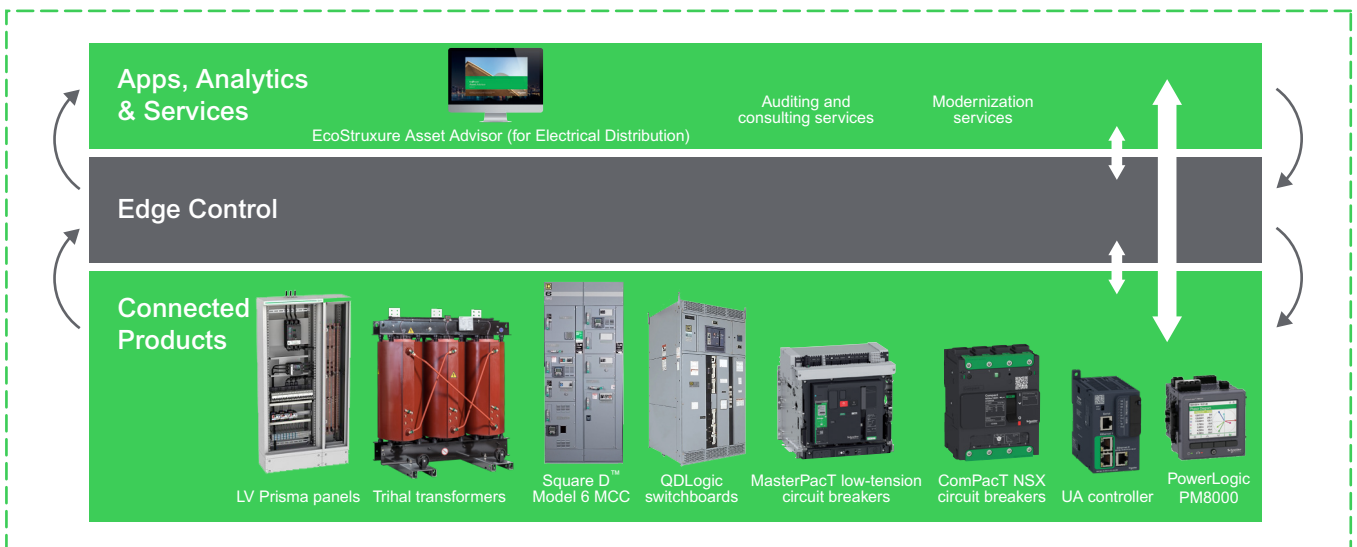

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Mario Luna, Director of Facilities for Hyatt Regency Mexico City reflects on the modernization project: "We were faced with an extremely complex process ... dependent on many elements beyond our control, such as the weather. However, we saw the high level of professionalism with which Schneider worked and had no complaints from guests as the hotel continued to operate at 100%. The work was done in a timely manner, which showed us that we made the right decision by placing our trust in Schneider Electric."

50%
reduction in maintenance time

EcoStruxure™ Power
Innovation At Every Level

Apps, Analytics & Services

EcoStruxure Asset Advisor (for Electrical Distribution)

Auditing and consulting services

Modernization services

Edge Control

Connected Products

LV Prisma panels | Trihal transformers | Square D™ Model 6 MCC | QDLogic switchboards | MasterPacT low-tension circuit breakers | ComPacT NSX circuit breakers | UA controller | PowerLogic PM8000

EcoStruxure Architecture

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EcoStruxure™
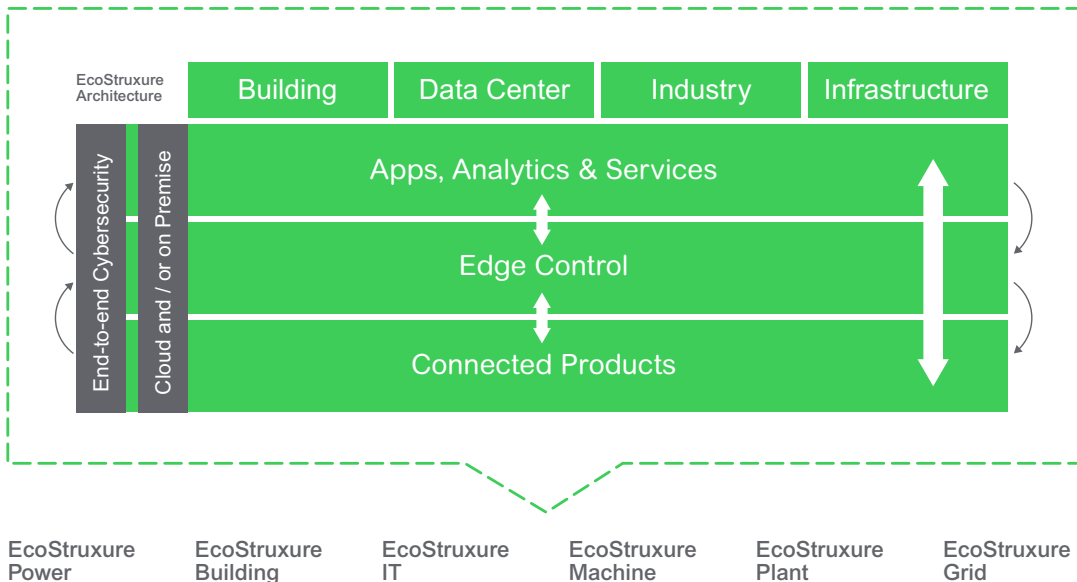## Innovation At Every Level

IoT-enabled solutions that drive operational and energy efficiency

EcoStruxure is Schneider Electric's open, interoperable, IoT-enabled system architecture and platform.

EcoStruxure delivers enhanced value around safety, reliability, efficiency, sustainability, and connectivity for our customers.

EcoStruxure leverages advancements in IoT, mobility, sensing, cloud, analytics, and cybersecurity to deliver Innovation at Every Level including Connected Products, Edge Control, and Apps, Analytics, and Services. EcoStruxure has been deployed in 480,000+ sites, with the support of 20,000+ system integrators and developers,

One EcoStruxure architecture, serving 4 end markets with 6 domains of expertise

EcoStruxure Architecture	Building	Data Center	Industry	Infrastructure

End-to-end Cybersecurity | Cloud and / or on Premise

Apps, Analytics & Services

Edge Control

Connected Products

EcoStruxure Power | EcoStruxure Building | EcoStruxure IT | EcoStruxure Machine | EcoStruxure Plant | EcoStruxure Grid

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, and 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, and Services for seamless enterprise integration.

Find out more about EcoStruxure

se.com/ecostruxure

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Read more success stories

EcoStruxure Service Plan

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EcoStruxure Power

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