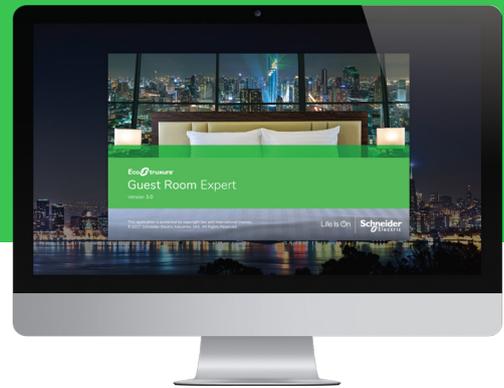


EcoStruxure Guest Room Expert

Guest Room Management System

Gain visibility and control of guest rooms to reduce energy consumption and maximize operational efficiency while enhancing the guest experience



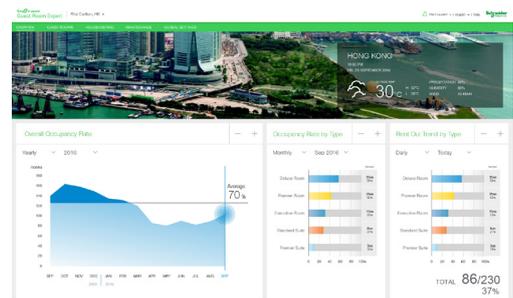
Product at a glance

EcoStruxure™ Guest Room Expert, our guest room management system, provides a centralized and holistic platform for the monitoring and control of all guest rooms in your hotel. Fully integrated with other services like the Building Management System (BMS), the Property Management System (PMS), and guest room door lock systems, as well as hotel operations systems (housekeeping, maintenance, etc.). Guest Room Expert streamlines your processes in order to maximize staff efficiency and improve the guest experience.

Guest Room Expert gives you detailed information that enables the hotel team to proactively identify issues and respond faster to events in order to decrease guest complaints and better manage the operations team. Staff can easily view room conditions such as occupancy, energy use, temperature, humidity, and maintenance needs, along with HVAC, curtain, DND/ MUR, door, and window status. With Guest Room Expert you can manage individual rooms, or the entire network of rooms, to drive energy efficiency, monitor alarms and events, and perform proactive maintenance.

Solution

Guest Room Expert features an intuitive, user-friendly, graphical user interface that simplifies day-to-day hotel operations.



Overview

Deliver an Exceptional Guest Experience While Driving Energy & Operational Efficiency

With EcoStruxure Guest Room Expert, hotel staff can easily view room conditions such as occupancy, energy use, temperature, humidity, and maintenance needs, along with HVAC, curtain, DND/MUR, door, and window status. This allows operators to monitor and control conditions in the room, troubleshoot problems remotely, and perform proactive maintenance and efficient housekeeping service activities. Problems can be identified and responded to before guests know there is an issue.

Guest Room Expert—as part of the complete guest room solution, including connected devices—also facilitates significant energy savings. Preprogrammed, automated energy management can achieve energy savings of 25% - 44% through occupancy detection, set point configuration, and temperature standby. Operators can identify rooms that are out of temperature range and troubleshoot accordingly, thereby avoiding costly energy waste.

Additionally, Guest Room Expert enables proactive maintenance. Problems are identified early, avoiding emergency repairs, lowering costs, reducing guest complaints, improving staff efficiency, and minimizing disruption to guests. Guest room analytics allow you to plan your team's work in advance, identify issues before they become major problems, and prioritize work orders depending on level of criticality.

Benefits

Guest Satisfaction

- The hotel housekeeping team can easily identify when rooms are unoccupied and need to be cleaned.
- The front desk can prepare room settings while guests are checking in, such as the guest's preferred language, temperature, and unit of measure on the room's thermostat and in-room tablet. When Guest Room Expert is integrated with PMS, setting those preferences can be done automatically upon guest check-in.
- Staff have direct visibility into conditions in each room, allowing them to better understand guest needs. For example, a guest might call to complain that the HVAC is not working. The staff can see that windows are opened. They can ask the guest to shut the windows, which will then trigger the HVAC to resume operation.

Improved Operational Efficiency

- Fewer complaints - with alarm notification, maintenance staff can be more responsive and act before the guest is even aware of a problem.
- Proactive maintenance - with trending and reporting, staff can be more proactive with equipment maintenance and ensure the best continuity of services for the property.
- Easy to commission - meets brand standard requirements for guest room settings, management sequence, temperature setpoints, standby times, etc.

Improved Energy Efficiency

- HVAC energy savings of 25% - 44% through occupancy detection and temperature standby.
- Deep setback for unrented rooms.
- Setback for rented, unoccupied rooms.

System Components

EcoStruxure Guest Room Expert is hosted on EcoStruxure™ Building Operation. It can receive aggregated data from the hotel's BMS, PMS, door lock system and from the guest room. From the guest room, it receives aggregated data from the Hotel Room Controller (HRC) including data from its connected devices, such as the SE8000 Room Controller.

SE8000 Series Room Controller

The SE8000 provides occupancy-based energy management of HVAC and master lighting control. It determines occupancy and other room parameters from various sensors to reduce energy consumption during unoccupied periods.

The room controller aggregates this data and sends it to Guest Room Expert, unless an HRC is installed in the room.



Hotel Room Controller

The HRC manages multiple lighting circuits, curtains, DND/MUR, bedside panel, and tablet applications in the guest room. It aggregates data from all subsystems and devices in the room, and sends it to Guest Room Expert and the PMS. It can be used together with the SE8000.

EcoStruxure Building

Built on a collaborative smart building IoT platform, EcoStruxure™ Building combines proven software with hardware innovation to connect everything from sensors to services over a future-ready open architecture to make enterprises smarter, more efficient and more sustainable. The main software component is EcoStruxure Building Operation. Building Operation integrates the HRC, Guest Room Expert, the PMS, the housekeeping system, and the door lock system—improving staff productivity, reducing guest complaints, and enabling superior operational efficiency and guest room functionality.

The HRC communicates to Building Operation using BACnet IP. Once all the HRC data points are discovered in Building Operation, they are displayed in the various pages in Guest Room Expert.

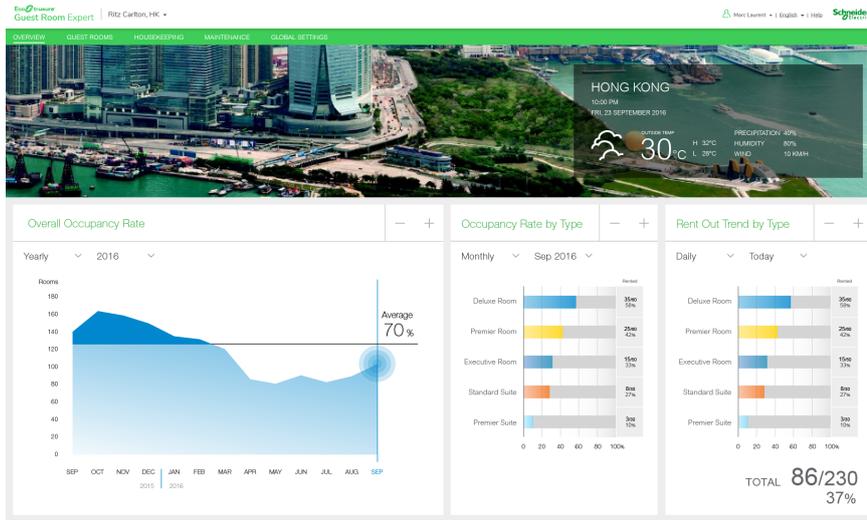


Guest Room Expert User Interface

Guest Room Expert user interface allows you to easily access guest room information such as the room rental status, occupancy status, temperature settings, and room alarms. Whether you are trying to check the occupancy status of a room, change the unoccupied setpoint in the entire hotel, see which guest rooms need to be cleaned, or understand where to send your maintenance team, you can access all of it from the Guest Room Expert user interface.

Overview Page

The overview page gives you access to the various features of the system through the menu at top. It also reports on the occupancy level of the property over time and by room type.



Guest Rooms Page

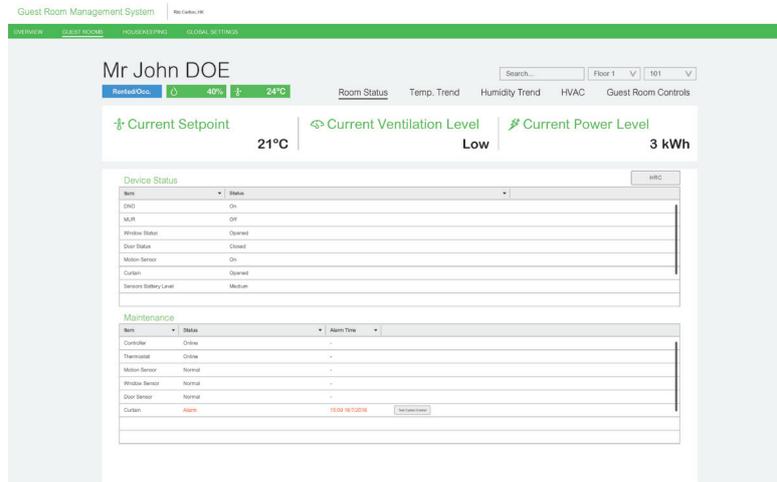
The guest rooms page gives you a basic status of all the rooms in the selected floor, including the occupancy status, the name of the guest, HVAC settings, cleaning status and courtesy panel status. You can use filters to easily view all rooms, rooms on a specific floor, or even drill down to individual rooms.

The screenshot shows the 'Guest Rooms' page for 'Floor 1'. At the top, it displays room counts: '14 VACANT', '25 AVAILABLE', and '299 BUSINESS'. The main content is a table with columns for Room, Occupancy, Status, Operation, Cleaning, and Notification. The table lists individual rooms with their current status (e.g., 'Occupied', 'Vacant') and associated data like guest names and room numbers.

Room	Occupancy	Status	Operation	Cleaning	Notification
99-999	Mr John DOE	21°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Free	28°C	In progress		
99-999	Mr John DOE	21°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Mr John DOE	21°C	In progress		
99-999	Free	28°C	In progress		
99-999	Free	28°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Free	28°C	In progress		
99-999	Mr John DOE	21°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Free	28°C	In progress		
99-999	Free	28°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Free	28°C	In progress		
99-999	Mr John DOE	21°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Free	28°C	In progress		
99-999	Free	28°C	In progress		
99-999	Mr John DOE	21°C	In progress		
99-999	Mr John DOE	25°C	In progress		
99-999	Free	28°C	In progress		

Room Status Page

The room status page allows for a deeper monitoring and control of the individual room. This page allows users to view the status of all the room components and the room temperature and humidity trends. It also allows users to change HVAC settings and control the guest room individual light and lighting scene.



Housekeeping

The housekeeping page allows staff to quickly see the room occupancy status, identify which rooms need to be cleaned, and prioritize cleaning based on guest requests. The information on this page enables staff to respond more quickly to any guest request, without having to depend on the courtesy panel in the corridor that might be missed. The displayed room's occupancy status helps housekeeping avoid disturbing guests that might be sleeping or just busy regardless of the status shown on the DND button.

