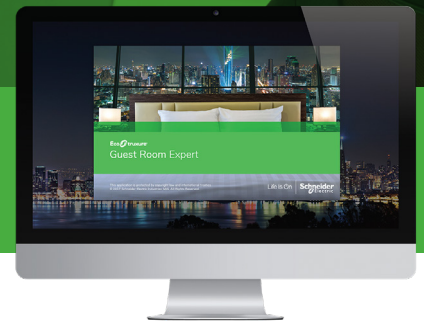


# EcoStruxure™ Guest Room Expert 4.0

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



## Overview

Part of Schneider Electric's EcoStruxure for Hotels, EcoStruxure Guest Room Expert 4.0 is a toolkit for hotel guest room management. Leveraging EcoStruxure Building Operation, Guest Room Expert provides specialized dashboards specifically for monitoring and viewing hotel systems and guest rooms, and is part of EcoStruxure Connected Room Solutions for Hotels.

EcoStruxure Guest Room Expert 4.0 provides centralized visibility and control of guest rooms and other services from the convenience of single user interface. For example, hotel operators can easily obtain guest room information, such as the room, occupancy and door lock status, temperature settings, and room alarms. Housekeeping teams can view and respond to Do Not Disturb (DND) and Make Up Room (MUR) requests. Views into HVAC and lighting trends and maintenance requirements enable remote troubleshooting and proactive maintenance all to enhance the guest experience while optimizing operational workflows.

With EcoStruxure Guest Room Expert 4.0, hotel staff can better understand the guest room environment when they receive service calls, and easily see and respond when rooms are unoccupied, which enables more discrete service levels and ensures an exceptional guest experience.



## Part of EcoStruxure Connected Room Solutions for Hotels

The EcoStruxure Guest Room Expert 4.0 toolkit is custom-built for EcoStruxure Connected Room Solutions for Hotels that utilizes EcoStruxure Building Operation dashboard functionality. It provides the ability to receive and aggregate data from the hotel's building management system, property management system and guest room management system, management systems, and door lock systems. It is further integrated with connected devices in the room, such as multiple lighting circuits, blinds and curtains, DND/MUR notifications, SpaceLogic™ Glass Touch Panels, and mechanical switches.

All this data is communicated to EcoStruxure Building Operation using BACnet IP, and is then viewable for making data-driven decisions in one single user interface through Guest Room Expert 4.0 dashboards. Full visibility of operational data insight enables hoteliers to improve operations and occupancy based energy savings, while increasing guest comfort and satisfaction.

## Benefits

### Enhance Guest Satisfaction

- Pre-set guests' light, blind and temperature preferences automatically upon check-in at the front desk with property management system integration.
- Give hotel staff direct visibility into each room's conditions, allowing them to better understand guests' needs.
- Enable guests to easily notify staff of DND or MUR requests for immediate attention.
- Help housekeeping easily identify when rooms are unoccupied for cleaning without disturbing guests.

### Improve Operational Efficiency

- Get centralized visibility and control of guest rooms and other services, such as door lock systems, housekeeping views and maintenance requirements for remote troubleshooting, proactive maintenance, and optimized workflows.
- View and understand all room status and conditions, including occupancy, DND and MUR, HVAC and lighting trends, room status, maintenance needs, and more.
- Better understand the room environment when receiving calls or requests for service from guests.
- Easily see when rooms are unoccupied, enabling more discrete service levels and providing an exceptional guest experience.

### Improve Engineering Efficiency

- Empower hotel engineering teams to manage the entire property whether they are onsite or offsite.
- Use alarm notification to help engineers be much more responsive and act before the guest is even aware of a problem.
- Arm engineers with trends and reports for proactive equipment maintenance and to ensure continuity of performance and property service.

# EcoStruxure Guest Room Expert 4.0 User Interface

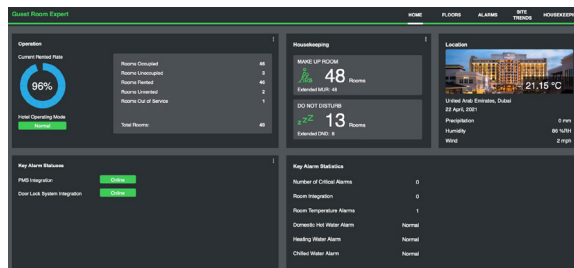
Guest Room Expert 4.0 user interface allows you to easily access guest room information such as the room status, occupancy status, temperature settings, and room alarms. Whether you are trying to check the occupancy status of a room, change the unoccupied setpoint in the entire hotel, see which guest rooms need to be cleaned, or understand where to send your maintenance team, you can access all of it from the Guest Room Expert 4.0 user interface.

The Guest Room Expert toolkit package is of a set of import .xml files that build up a system of rooms and floors of a hotel, overlaid on the existing commissioned Connected Room Solutions for Hotels application. Once imported, users can customize the graphics and dashboards for each project to create a customized front-end for the hotel.

## Dashboards Overview

### Home Page

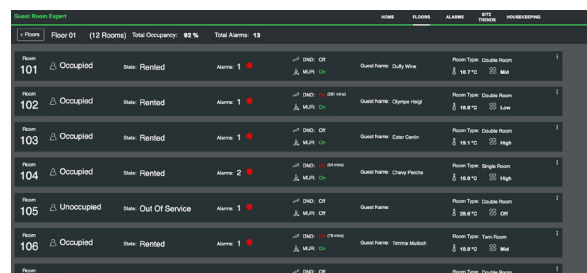
Access various system features and reports on current rented rate, occupancy status, housekeeping summary, weather information, alarm status, and historic property statistics.



### Hotel Floors

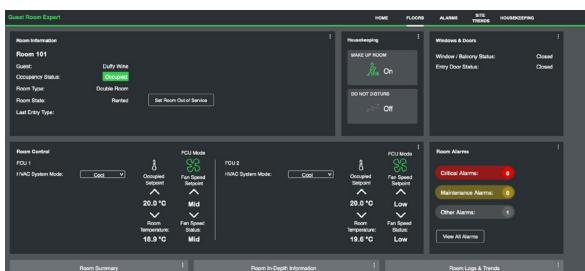
View status of all floors, including number of rooms, courtesy status (DND/MUR), occupancy and alarms status, occupancy rate, and type of rooms. Effectively monitor and maintain guest services continuity.

This view also enables quick access to each floor for further monitoring, providing room numbers, occupancy and alarms status, guest name (optional), courtesy status (DND/MUR), room type and HVAC status.



### Guest Rooms

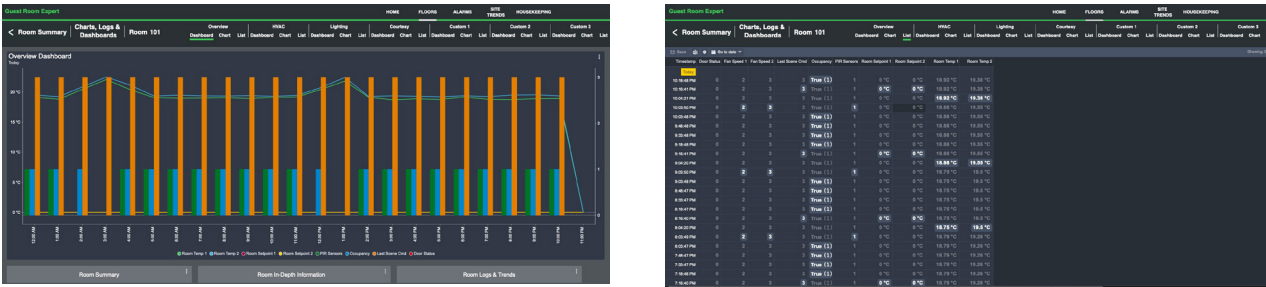
These views provide detailed monitoring and control of individual rooms, including all room components status, temperature and trends. It also gives operators the flexibility to remotely change HVAC settings and control the guest room lighting, scenes, blinds and courtesy information (DND, MUR are writeable) through the in-depth room information page.





## Guest Room Logs/Trends

Get detailed trends of HVAC, lighting and courtesy settings of guest rooms over time. This view enables staff to be more proactive with equipment monitoring and ensures best-in-class service.



## Housekeeping

Enable staff to quickly see the room occupancy status, identify which rooms need to be cleaned, and prioritize service based on guest requests. Staff can respond in timely manner to any guest request without having to depend on the courtesy panel in the corridor, that could otherwise be overlooked. The displayed room's occupancy status helps housekeeping avoid disturbing guests regardless of the status shown on the DND button.

Guest Room Expert											
HOME FLOORS ALARMS SITE TRENDS HOUSEKEEPING											
Total Rooms: 49 Total DND: 14 Total MLR: 48 Total Alarms: 68 Total Occupancy: 94%											
Floor 01	Rooms: 12	DND: 3	MUR: 11	Alarms: 3	Occupancy: 92%	Single: 2	Double: 7	Twin: 3	Suite: 0	Large Suite: 0	Presidential: 0
Floor 02	Rooms: 12	DND: 3	MUR: 12	Alarms: 5	Occupancy: 92%	Single: 0	Double: 10	Twin: 2	Suite: 0	Large Suite: 0	Presidential: 0
Floor 03	Rooms: 10	DND: 3	MUR: 10	Alarms: 2	Occupancy: 90%	Single: 0	Double: 7	Twin: 0	Suite: 3	Large Suite: 0	Presidential: 0
Floor 04	Rooms: 8	DND: 4	MUR: 8	Alarms: 10	Occupancy: 100%	Single: 0	Double: 4	Twin: 0	Suite: 3	Large Suite: 1	Presidential: 0
Floor 05	Rooms: 7	DND: 1	MUR: 7	Alarms: 8	Occupancy: 100%	Single: 0	Double: 0	Twin: 0	Suite: 3	Large Suite: 3	Presidential: 1

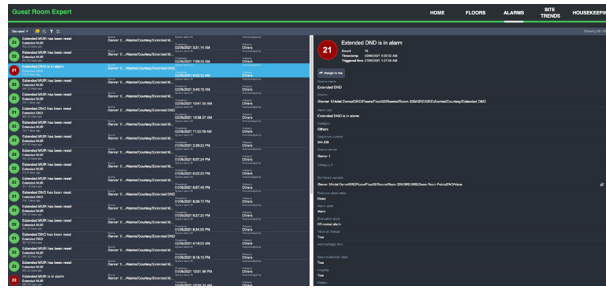
## Site Trends

This view provides aggregated historical data at the site level, including occupancy rate, room and courtesy status. Each tab has a dashboard widget, trend chart, and trend chart list to view data.



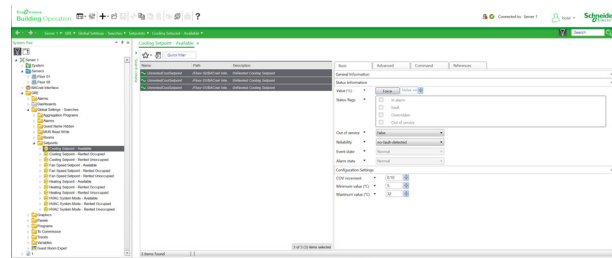
## Alarms

The alarm views, filtered by room, can be found in the room summary page. Alarm notification empowers staff to be more responsive and act before the guest is even aware of a problem.



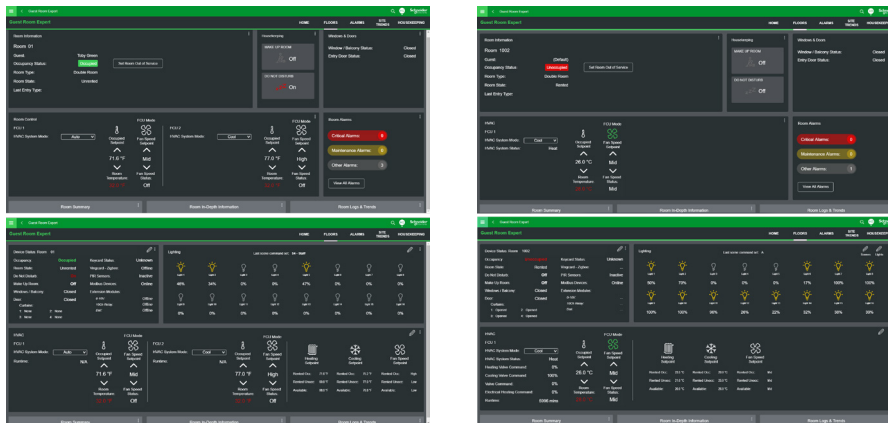
## Global Setting

From EcoStruxure Building Operation WorkStation, it is possible to change the values of HVAC parameters and alarms, which then can be applied to several rooms irrespective of the room type.



## Default Templates

Two default templates are available: one for a TC900 Series architecture, and another for the SpaceLogic RP-C architecture with onboard FCU.



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