

## GREEN SYSTEMS CREATE A LUXURIOUS STAY

“INNCOM’s hotel guest room management system enables service staff to respond to guests’ requests at the first opportunity. This in turn leaves a lasting and favorable impression on guests.”

Xia Shi, Director of Engineering, Fairmont Beijing Hotel

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### Case Study

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**The Fairmont Group is one of the world's four most prestigious brands of luxury accommodations, so when they launched their first hotel in China, reinforcing the brand's reputation for an exquisite, eco-friendly guest experience was highest priority. That's why they connected their goals to better service with INNCOM by Honeywell.**

### The Needs

Achieve a high level of energy efficiency and environmental protection

Provide hotel guests with the utmost sense of comfort

Implement highly efficient guest-room management, rapid return on investment

Build competitive advantage with green-partners program

Reinforce reputation as a preferred brand for guests

### The Solution

Given that heating and cooling guest rooms is one of the largest sources of energy usage and operating expense for a hotel, finding an intelligent, adaptable way to manage guest comfort goes right to the heart of the Fairmont's dual goals for impeccable service and greener efficiency.

Enter the INNCOM solution for optimizing energy, guest rooms, and service requests: By integrating building and HVAC controls, energy systems, and business and management systems, the Fairmont gains a detailed room-by-room analysis of occupancy, usage, and service requests in real time.

For instance, each room detects when it is occupied and adjusts conditions accordingly, dialing in a guest's preferred settings when they're in, greater efficiency when they're out. This responsiveness wows guests and managers alike with home-away-from-home ease and tremendous savings.

Likewise, the guest-service system routes requests to optimal staff and provides a precise time estimate, ensuring prompt service that guests love.

The result? Resounding repeat business among guests, and an exquisite INNCOM experience at each of the Fairmont's subsequent hotels in China.

### The Benefits

- Outstanding energy savings: Achieved 38.8% annual average savings for HVAC, ventilator, and geothermal systems in guest rooms
- Reduced energy consumption by more than 50% in peak heating months
- Substantial repeat business: 80% of guests have given enthusiastic reviews and affirmed the Fairmont as their preference for their next stay
- Integrated property management system provides real-time updating of guest-room status
- High commendations from guests for service quality and for user-friendly bedside controls that operate comfort, lighting, drapes, and more
- Rapid response time for guest amenities and service requests

### For more information

[www.buildingsolutions.honeywell.com](http://www.buildingsolutions.honeywell.com)

### Automation and Control Solutions

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