Enjoyable stay – thanks to integrated hotel solutions

Satisfied guests – from check-in to check-out

Solutions for Hospitality
The primary objective of every hotel is guest satisfaction. Only guests who find the comfort and services they expected enjoy their stay at your hotel. We enable you to fully concentrate on the needs of your guests while we as your reliable partner ensure optimum operation of your technical building systems. This includes a unique full-scale system designed to efficiently control heating, ventilation, and air conditioning (HVAC) plants as well as room conditions according to demand – without being noticed by the guest.

Also, our guest room and service management can be straightforwardly connected to Property Management Systems (PMS). As you are always in full control of your hotel services, you can use your personnel more efficiently and satisfy the individual needs of your guests.

By making use of our hotel-specific solutions, you do not only have lower operating costs, but you also protect your investment in the long term. Our leading-edge technology ensures convenience at the highest possible level and makes certain that your guests feel comfortable and happy to return.

Tailored solutions for enhanced comfort and increased efficiency
The best for your guests – the perfect solution for your hotel

Comprehensive portfolio for optimum hotel operations
Our solutions are tailored to the requirements of the hotel industry and comprise a broad spectrum of components. They ensure convenient control of HVAC plants, but also control guest-related room conditions in accordance with predefined scenarios. So, you not only increase operational efficiency, but also enhance your guest’s comfort.

Our systems are based on many years of experience and profound know-how in the field of building automation and support you when optimizing your guest services and your hotel’s building automation and control system.

You are always informed about the services to be rendered, enabling you to manage the use of your personnel more efficiently and to satisfy your guests’ needs more quickly.

Compatible solutions for a consistent flow of information
Our systems can be interlinked with other systems and guarantee consistent data exchange.

Since our systems operate with communication standards such as KNX, they ensure smooth integration of third-party devices.

This enables existing operating units to be integrated or their functions to be extended.

Individual solutions for attractive room design
Thanks to flexible mounting frame design, all operating units can be seamlessly integrated into almost any environment. In addition to different types of mounting frames and designs, this includes a broad choice of colors. Also, great emphasis is placed on intuitive and straightforward operation.

Environment-friendly thanks to energy efficiency
For decades, Siemens has backed solutions that preserve our resources. Intelligent energy management controls the building’s entire infrastructure depending on occupancy levels and predefined scenarios. A host of our products already are eu.bac-certified, ensuring high levels of efficiency.

A solution that can be tailored to your needs and that protects your investment
The scalable system platform can be extended to meet your specific needs, independent of your hotel’s category. Our hotel solution enables you to stay flexible and ensures protection of your investment in the long term.

Highlights
- Accurate and demand-dependent control enhances guest comfort and lowers costs
- Consistent flow of information owing to compatible solutions and standard interfaces
- Individual design for modern hotel rooms
- Efficient plants preserve resources and protect the environment
- Protection of investment thanks to flexible and extendable solutions
The first impression is decisive

Well-being guaranteed
To ensure that your guests already feel good when they arrive, your hotel must offer an optimum ambience and check-in must be fast and convenient.

This is guaranteed by a keycard matched to the individual guest. It is comparable with an identity card and allows the guest to access the hotel areas he can use (e.g. fitness and spa area, or VIP zones).

Optimum room climate for the well-being of your guests
The management station uses a number of basic parameters for different room states (guest not in the room, make up room, unoccupied, etc.) for every hotel room.

So, on check-in, the respective room is enabled for your guest and a change to the welcome scenario is made. Predefined room conditions, such as temperature, air supply, blinds and lighting are adjusted in a way that your guest will find optimum climatic conditions when entering the room.

Tailored comfort enhances guest satisfaction
Every guest is different. For this reason, our solution enables the room temperature to be easily matched to individual needs, thanks to an intuitive user interface – within a band predefined by the building management system, either locally in the room or directly at the management station by hotel personnel. The preferred choices are stored by the system and can be called up via the keycard.
Increased energy efficiency thanks to intelligent control

Energy savings can be achieved based on a number of preselected scenarios. When a guest leaves his room, energy saving mode is activated. On his return, the room temperature is automatically readjusted according to the temperature stored on the keycard.

Additional sensors are integrated to automatically shut down the air conditioning system should a window or balcony door be left open.

Also, air supply rates are automatically readjusted, which not only saves energy costs, but also contributes to the well-being of your guests.

More security thanks to integrated access control

Only a sensible and cost-efficient combination of comfort and security ensures the well-being of your guests. Integrated security systems in your hotel make certain that the required standards are complied with and, at the same time, that privacy of all guests is ensured.

Access rights are matched to the requirements of the guests and are assigned on an individual basis. On the one hand, this allows guests to find their way more easily, on the other hand, the safety of all guests is increased.

Another benefit offered by our access control solution is that access and access attempts within the entire hotel complex can be recorded over longer periods of time.

For hotel operators, the keycard affords a perfect overview at the touch of a button. You can easily locate a guest in real time.

From room to suite thanks to flexible suite management

Our system ensures that when letting several rooms to a single guest, for instance (suite with additional sleeping room), the same optimum room climate is maintained in all parts of the suite. In that case, the system changes over from individual room control to multi-room control in combination with a central key holder. These settings can be controlled centrally via one or several keycards.

Highlights

- Optimum room climate on check-in thanks to predefined scenarios
- Cost savings owing to demand-dependent room control
- More security thanks to integrated access control
- Flexible suite management for enhanced guest comfort
- Satisfied guests thanks to efficient service management
The invisible butler – satisfy your guests’ wishes in advance

An online link between reception and guest rooms allows you to respond quickly and efficiently to service requests from your guests.

Service and emergency calls at the touch of a button
In addition to operating units for the room climate, our system includes service-related operating units. Guests can thus take advantage of all services offered by you. Activation of service-related functions is indicated in the room by an LED and in the front office.

Emergency calls are configurable and can be matched to the specific requirements of your hotel operations.

Straightforward readjustment of room parameters
Our solution enables you to monitor and change all guest comfort settings from the front office. The progression of temperatures in each room is recorded over a predefined period of time.

If a guest wishes to change the room temperature, you can readjust it directly at the management station. Should the HVAC plant fail, an alarm is sent and indicated at the management station. This
allows you to immediately call your service engineer and to notify your guests.

**Quick help in case of emergency**
An emergency function a guest activates in his room or bathroom sets off an alarm which is indicated at the management station in the front office.

At the press of a button, it is possible to see how long it took emergency staff to arrive on site. If it was a false alarm, it can be cancelled in the front office after confirmation by phone.

**Do not disturb (DND)**
If a guest activates the DND function, the room door bell is automatically switched off. The function can only be reactivated by authorized personnel via the access card. It can also be activated for the guest’s entire stay.

**Service call**
The service call function allows you to optimize the use of personnel. You can assign VIP parameters, enabling your personnel to serve guests according to the priorities set.

When pressing a button at the management station, you can see which services are due on which floors. These can be indicated on the operating units of the individual floors, enabling service personnel to organize themselves more quickly.

**Make up room (MUR)**
If the guest activates the MUR function, reception is immediately notified that the room is to be cleaned.

If a guest returns earlier than expected while his room is still being cleaned, reception can inform him. The minibar alarm tells immediately which rooms require attention. This means that bothersome routine checks by service personnel in each room are no longer necessary.

Thanks to the MUR function, the management station also informs when a room is free again. This means that guests can use their rooms on arrival because unnecessary delays are prevented.

**Alerting – always in control**
If a guest leaves his room without closing a window or balcony door, an alarm is instantly sent to the management station. This saves time and energy since there is no need for personnel to check each room.

An alarm is also set off when unauthorized persons try to enter the room. This increases security in your hotel considerably.

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### Highlights
- Straightforward use of hotel services thanks to online link between reception and guest room
- Efficient handling of service orders owing to high level of transparency
- Integrated processes increase safety and security and save precious time
Saving energy made easy:
Our system automatically matches room conditions to the level of occupancy, offering you energy savings of up to 30%.

The choice of predefined values starts with scenario A, when the guest is in his room.

Energy consumption is at its lowest with scenario D, where emphasis is placed on building protection.

Saving energy without compromising on comfort
High energy prices and inefficient HVAC plants adversely affect your expenditure and business result.

Thanks to our building automation and control systems, energy costs can be cut by up to 30%.

Networked building automation and control takes variable usage of hotel sections into account. Also, consideration is given to varying seasonal hotel occupancy rates and the room parameters are controlled according to demand.

Savings potential can be easily identified as the progression of temperatures is recorded over longer periods of time.

Efficient service management for satisfied guests
The management station informs you any time about service orders not yet fulfilled. You are thus enabled to coordinate the use of personnel depending on the hotel’s level of occupancy.

Complete solutions from a single source preserve resources and increase efficiency
Solutions from a single source increase efficiency in the long term as they require no unreliable and costly gateways, thus ensuring seamless system consistency at all levels.

Our complete solution for hotels offers benefits for all: Your guests will appreciate the high level of comfort, and you, as the hotel owner, are assured long-term protection of your investment.

Highlights
- Great savings potential thanks to demand-dependent control without sacrificing comfort
- Efficient service management saves time and contributes considerably to the satisfaction of guests
- Complete solutions reduce the number of interfaces and support transparent communication

Higher efficiency – lower costs
The hotel and its requirements
The Château d’Ouchy luxury hotel in Lausanne, located on the Lake of Geneva, was completely upgraded and now offers its guests:
- 26 luxury rooms
- 17 junior suites
- 7 suites
- 1 bar
- 1 gourmet restaurant
- 1 wellness zone

The operators of the Château d’Ouchy hotel attached great importance to efficient and favorably priced operation of the new systems.

In addition, a requirement placed on the building management system was easy operation by personnel and guests.

The solution
The Château d’Ouchy hotel opted for a solution from Siemens since it satisfied the demanding requirements.

Thanks to flexible room management systems and operating units of the highest energy efficiency class A, the hotel was able to achieve dramatic energy savings.

Due to the online link to the front office system, a high level of automation is reached and personnel can be used more efficiently.

Security in the hotel is ensured by tamper-proof keycards. Thanks to the keycards, only authorized persons can access certain areas of the hotel.
And thanks to our hotel solution, the Château d’Ouchy was able to achieve dramatic savings and to increase guest satisfaction.

Hotel Château d’Ouchy, Lausanne

Highlights
- Enhanced guest comfort thanks to integrated processes
- Increased efficiency owing to demand-dependent control
- High level of automation and efficient use of personnel thanks to the online link to the front office system
- Enhanced security owing to tamper-proof keycards
Answers for infrastructure.
Our world is undergoing changes that force us to think in new ways: demographic change, urbanization, global warming, and resource shortages. Maximum efficiency has top priority – and not only where energy is concerned. In addition, we need to increase comfort for the well-being of users. Also, our need for safety and security is constantly growing. For our customers, success is defined by how well they manage these challenges. Siemens has the answers.

“We are the preferred partner for energy-efficient, safe, and secure buildings and infrastructure.”

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