



CASE STUDY: STREAMLINING FACILITIES MANAGEMENT PROMINENT HOTEL IN WAIKIKI, HAWAII

This Waikiki Beach hotel has operated more efficiently by using the EcoSmart Energy Management platform.

They monitor devices using EcoCentral via laptop and via our mobile app, EcoManage. They also appreciate receiving daily alerts.

Issues can often be resolved without ever entering a guest room.

Stephen W., A Waikiki Beach Hotel DOE

Meet Stephen W., Regional Director of Engineering at this prominent Waikiki Beach hotel. In 2011, extensive renovation began on this newly purchased property.

"Previously, this property had no EMS system in place," Stephen explains.

The EcoSmart Energy Management solution was installed during their renovation.

Those 2AM Guest Complaints

Stephen had previous experience with a competitor's energy management system.

"We had issues with the occupancy sensors. We'd get a lot of calls in the middle of the night, 'I was asleep and my air conditioner turned off'".

EcoSmart occupancy sensors solve this problem: they are calibrated to extreme sensitivity, so sleeping guests are detected, occupancy readings are accurate and HVACs act accordingly. This property uses the EcoAir's built-in occupancy sensors, and in their larger rooms they added EcoSense occupancy sensors.

Be Proactive by Receiving Alerts

Stephen says the EcoSmart system "has been a great energy saver. We are saving roughly 24% on our utility bills since implementing the EcoSmart system. That's amazing, especially with the high cost of electricity-and utilities in general-in Hawaii.

"It's been great for us. Our ownership sees that and they appreciate it. That's why these ROI projects have become so important."

Battery Alert: Stephen continues, "'Telkonet Alert' emails go to my whole team every morning. They alert us to devices with less than 20% battery strength. Instead of planning mass battery change-outs, the daily email typically contains 3 or 4 rooms. With 20% battery life, even if the room is occupied, you can assume the battery will last another 2-3 days before it dies out. Usually we will just wait for the current guest to depart. Otherwise we can go in quickly while housekeepers are tidying the room and just swap out the battery. This way there is less impact on the guest. It's nice that we have options."

"Too Hot" Alert: This property also activated a "Too Hot" alert for any thermostat with a Temperature > 85° F.

EcoSmart offers 6 basic alerts as well as customized alerts.

Efficiency of Our Mobile App

"The mobile app is a key benefit: if we get a call that the guest's room is too warm, and we want to drop the temperature, we can do it right from an iPhone...without having to run down to the office, perform the steps then run back to the room to make sure it took. It's pretty cool."

VIP Guests

"Many of our guests are hotel savvy and they know set points can be adjusted. Thermostat profiles allow us to control that. VIP override allows us to appease that savvy guest who knows the set point can go lower. Instead of doing a wholesale change-out, we can change just that one room, accommodating that guest for the nights they're with us." They use the EcoManage Mobile App to do this.

Monitoring Set Points

Stephen's daily routine includes monitoring set points in EcoCentral. It's as simple as column sort. "Each morning I quickly monitor the rooms that are in VIP mode. I also monitor the set point. I want to ensure there are no set points below 68° with rooms not in VIP mode. I look for discrepancies. I also monitor that VIP status is removed after check-out."

Housekeeping

Efficiencies can even extend to housekeeping - Plan room visits by viewing real-time occupancy and Sold/Unsold status in EcoCentral.

Future Projects

"We have an old hotel--about 50 years old--only recently under our management. Currently there is no EMS. We plan a full renovation of that hotel next year. We will be installing the EcoSmart Energy Management system."

Learn How EcoSmart Can Manage YOUR Energy Usage

Contact one of our Account Executives today.

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Waikiki Beach Hotel & EcoSmart

436 Thermostats in 2 Towers

Customer since 2011

- EcoCentral Subscription
- Mobile App
- EcoWave Package
- EcoContact Door Contacts
- EcoSense Occupancy Sensors



"The mobile app has increased our efficiency."

72 Alerts

Alerting Devices



68 alerting
368 no alerts

Active Alerts



- 25 Lanai Door Left Open
- 24 Device Lost Communication
- 17 Attached Device Timeout
- 3 Battery
- 2 Attached Device Has Low Battery
- 1 Too Hot

Battery Change-Outs:

Proactively target only low batteries; replace without guest inconvenience



Plan housekeeping visits based on occupancy.