

The Earth, The Sky and SmartCon Solutions



Mohegan Sun partners with SmartCon Solutions on energy optimization and guest room controls integration for their hotel towers

East Hartford, CT. – June 26, 2018 - The Mohegan Tribe, owners and operators of Mohegan Sun located in Uncasville, CT., and one of the largest, most spectacular entertainment, gaming, dining and shopping destinations in the United States, have agreed to continue their partnership with SmartCon Solutions, extending the well-founded working relationship. SmartCon provides energy management optimization and guestroom technologies for Mohegan Sun's 1,562 rooms spread across the Earth and Sky hotel towers. Mohegan Sun and SmartCon union was initiated in 2015, with SmartCon being contracted for the procurement, installation, commissioning and service of the Telkonet energy management system, Axxess Industries DND/MUR and lighting switches, Saflok door locking system, Bartech mini-bar system and the Iris tablet guest room integrations.

A key aspect of SmartCon's *SmartCare* service is remote, proactive monitoring. This approach can anticipate, then reduce or avoid occupancy based room control disruptions at the towers. As a result, Mohegan Sun has realized revenue savings through reduced power consumption and maximized their guest's in-room experience.

"The responsiveness of SmartCon has been excellent. Any time we have had a question for them regarding our recent installation, they have responded immediately" said Dan Webster, Vice President of Facility Operations for Mohegan Sun. "They have also been able to find and resolve issues for us that were noticed by their team before our operations staff was even aware, showing their care and commitment to ensuring the control systems at our property are fully functional and available to our guests at all times."

Mr. Webster expands on the Mohegan Sun-SmartCon relationship by saying; *"The value they bring to us is having committed and knowledgeable individuals on site, to ensure their product functions as promised. This is something that just isn't found with other manufacturers, suppliers or installers. Typically, once a project is complete, operations tend to be left to sort out any issues without much on-site help. This has definitely helped us stay true to our core values and deliver exceptional service to our guests."*

Mary Wren, Director of Hotel Operations at Mohegan Sun, has seen a marked improvement in guest satisfaction. *"Prior to SmartCon's installation of Saflok hardware and software, our guests would repeatedly indicate that their keys had become deactivated. The reliability of the Saflok product has led to the reduction of guest inconveniences, and has by far been one of the best enhancements to our guests' hotel experience." With the reliability of the Saflok product, this has eliminated some of the confrontation at our front desk. Fewer complaints about keys not working translates to contentment of guests, and a happier staff. "*

Commenting on SmartCon's installation and commissioning of other guestroom integrations, Ms. Wren adds; *"Another great enhancement has been the addition of Telkonet. This has enabled our management staff to assess, monitor and modify in-room temperatures and controls, also enabling us to respond to guests with solutions based on solid historical data. The ability to track whether a guest's privacy light was left on assists management in explaining why a guest's room has not been serviced. We all make better decisions because we have access to reliable data."*

In addition, Ms. Wren and her team have realized a more efficient use of day-to-day hotel resources. *"The Bartech application assists front desk personnel with reconciling guest refreshment center charges, helping front desk staff determine which items were used and which were replaced. Many times, Bartech eliminates the need to have a refreshment center physically inventoried by staff."*

The ongoing SmartCon-Mohegan Sun relationship will include more advanced technology integrations.

About SmartCon

SmartCon Solutions is an independent energy management systems vendor and agnostic integrator. In partnering with hospitality properties, we specialize in the procurement, installation, commissioning, service and monitoring of occupancy-based HVAC, lighting and other guest facing control systems. SmartCon is also proficient in the commissioning of Property Management Systems (PMS) and other 3rd party software integrations. A few of SmartCon's recently completed projects include The Intercontinental Hotel Boston, The Ritz Carlton Boston, The AC Marriott Times Square, The Delmar Hotel West Hartford, The Darcy Hilton Curio Washington DC and The Kimpton Everly Hotel San Francisco. The SmartCon mission is to always remain balanced and unbiased to the solutions we represent. Visit our website at: <http://www.smartconsolutions.com>.

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