

case study



Crown Melbourne Lifecycle

A collaborative approach focused on improving business practices and operational effectiveness enables Honeywell and Crown Melbourne to take a planned and considered approach to the introduction of new technologies.

Honeywell

Crown Melbourne Lifecycle

The Customer

Crown Melbourne is Australia's leading integrated resort, welcoming approximately 18 million local, interstate, and international visitors each year. The 550,000 square metre complex includes high-end retail outlets, premium and casual restaurants and cafés, gaming options, the Palladium ballroom, a world-class convention centre, a cinema complex, nightclubs, live entertainment venues, and three hotels with more than 1,600 premium to luxury guest rooms.

Business Drivers

With a focus on 'whole of life' costing to realise longer term operational, environmental and social benefits, Crown Melbourne needs to ensure that its assets perform at their optimum throughout the entire lifecycle with no surprises.

The Solution

- Regular 'Partnership Workshops' between Honeywell and Crown to map out business objectives, drivers, KPIs and linkage to technology.
- An ongoing Technology Roadmap that is linked to Crown's own objectives maps out future technology requirements.
- A collaborative approach focused on improving business practices and operational effectiveness.
- Management of the operation and lifecycle of Crown's facility technologies
- A multi-layered engagement model to ensure that Honeywell and Crown are connected at all levels.

Business Outcomes

- ✓ A planned and considered approach to technology refreshes means that there are no surprises.
- ✓ Services are delivered proactively and in line with Crown's own Key Performance Indicators.
- ✓ Asset life is prolonged which creates a positive effect on free cash flow.
- ✓ System performance is clearly visible enabling the early identification and rectification of problems.
- ✓ A Lifecycle planning approach enables Crown to take advantage of procurement strategies that reduce the total cost of ownership.
- ✓ System reliability is increased resulting in a superior customer experience for Crown's patrons.



Find Out More

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Honeywell Building Solutions helps customers address their building's operational efficiency needs with integrated technology solutions based on Open System Protocols. With proven global expertise and local delivery capabilities, Honeywell work directly with customers to tailor the best of industry-standard solutions to cover the lifecycle of their facilities. **We are building a world that's safer and more secure, more comfortable and energy efficient, more innovative and productive. We are Honeywell.**

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