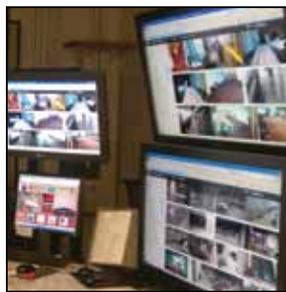
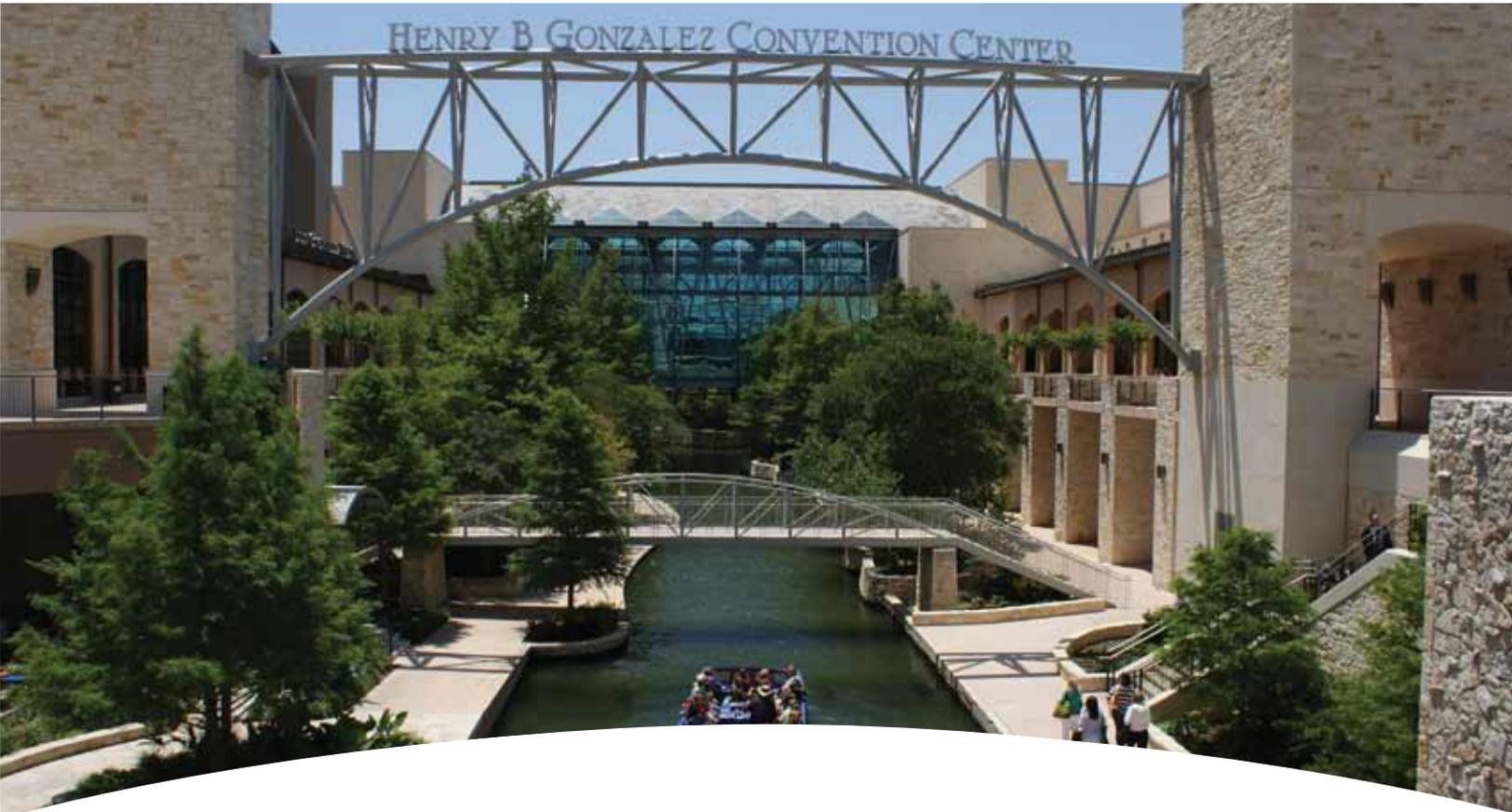


case study



A Reputation for High Standards in Safety and Comfort

Achieving “best in class” for building comfort, safety and customer service is engrained in the Henry B. Gonzalez Convention Center’s (HBGCC) mission and culture. For more than 40 years, Honeywell has worked with the San Antonio, Texas-based venue to meet their customers’ increasingly higher requirements for facility safety and comfort. Honeywell’s help in elevating and maintaining HBGCC’s building system capabilities has enabled it to remain a top convention center destination, hosting more than 300 high profile events per year, including the NCAA Men’s Final Four Basketball Tournament.

Honeywell

Improving Operating Efficiency Through Integration

In 1995, HBGCC turned to Honeywell to implement a building automation system to help venue personnel more effectively manage building systems such as security and fire. Honeywell has two technicians providing regular service and maintenance to the system, ensuring it performs at its peak efficiency.

Although the system performed reliably, HBGCC managers found their ability to improve building operations and customer service was hindered because the building automation system lacked an integrated control system to enable personnel to better streamline building system management throughout the venue.

For example, adjusting lighting and heating ventilation and air conditioning (HVAC) systems was time consuming because it required personnel to manually monitor and adjust these building systems throughout the venue. This process affected the level of service HBGCC sought to provide its

exhibitors, and the venue realized it needed to improve its building system capabilities in order to meet and exceed their exhibitors' expectations.

"After working with Honeywell for four decades, we knew they had the expertise and technology solutions that could help us provide a safer and more comfortable environment for our customers," said Dave Kubena, HBGCC's facility manager. "We needed to modernize our building system capabilities to better meet our customers' expectations and use our staff more effectively."

An Integrated Solution

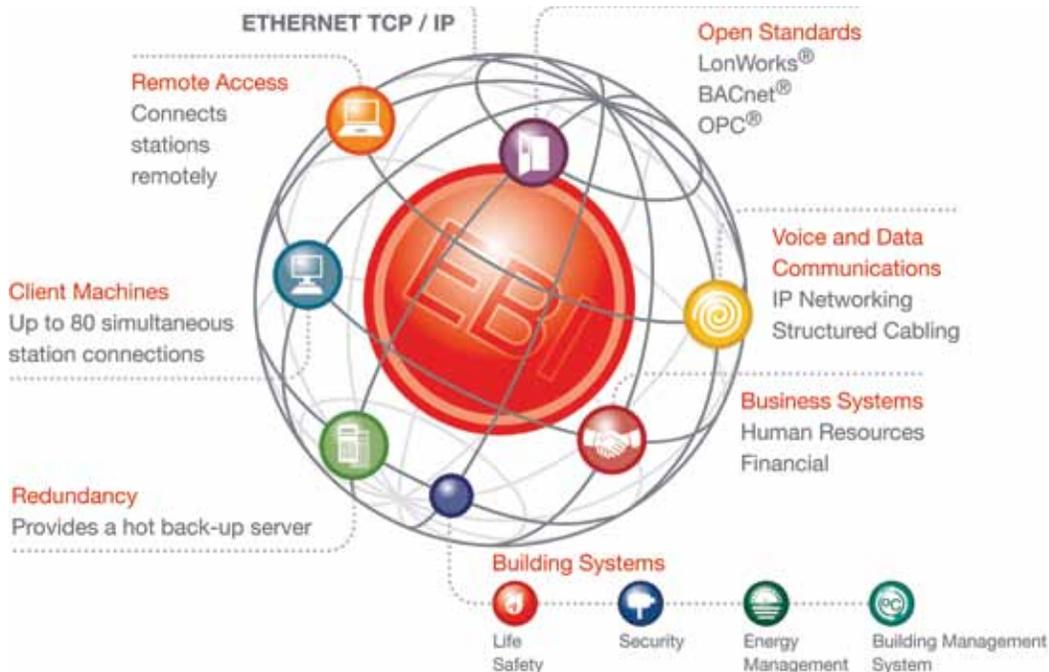
In 2010, Honeywell upgraded HBGCC's building automation system to its Enterprise Building Integrator (EBI) solution. EBI incorporates the IT backbone that integrates fire, security, lighting and HVAC system controls through a simple, web-based control interface. This new system enables personnel to manage and react faster to customer requests and security events because all control and monitoring capabilities can be accessed

from any one of the 11 workstations throughout the venue. Personnel can also manage building system functionalities from HBGCC's updated control center, which houses seven computer servers that run the integrated system and five high-definition monitors that enable one building employee to oversee all building system functions.

EBI allows maintenance personnel to oversee and quickly adjust building systems with a point and click of the mouse from a workstation. The new system also significantly improves employee efficiency by eliminating the amount of time needed to manually adjust building system settings throughout the venue. The system's ease-of-use also reduces HBGCC's labor costs by requiring a minimal amount of training.

Improved HVAC and Lighting Controls

As part of EBI, integrating HVAC and lighting controls provides HBGCC opportunities to improve operating efficiency by allowing building managers





to automate changes to temperature levels and lighting controls throughout the day. For example, if personnel expect an area of the building to be unoccupied for a certain portion of the day, employees can use EBI's simple, calendar-based system to schedule lights to turn off and HVAC use to scale back.

Moreover, with EBI's automated control capabilities, HBGCC can better meet customer requests. For instance, the venue hosted a customer who requested that the meeting rooms remain at a constant 64 degrees throughout the day. EBI enabled personnel to easily set the rooms at the desired temperature for the day, allowing HBGCC to more efficiently utilize personnel because employees were not required to manually monitor and adjust the thermostat throughout the day.

Redefining Security Standards

From a security perspective, Honeywell helped HBGCC improve how personnel manage and monitor security throughout the venue. Upgrades included an access control system that secures approximately 1,000 doors throughout the venue and the installation of 153 digital video cameras with Honeywell's Digital

Video Manager (DVM). These updates provide HBGCC personnel a more comprehensive view of the entire building.

As part of EBI, security system controls are also integrated to enable personnel to monitor and manage HBGCC's security system from any of the 11 workstations. By integrating control and monitoring functions, personnel can improve overall building safety, react faster to security events and meet customer needs because all functionalities are available at the nearest workstation.

For example, after the security system upgrades, HBGCC hosted a customer who rented 15 meeting rooms for an event and asked HBGCC to secure each meeting room so only the customer could unlock the doors. The legacy system would have required building managers to change each door's locks and required the customer to use 15 separate keys. But thanks to the new access control system and integrated control functions under EBI, the building managers were able to utilize a nearby workstation to quickly set security access to the 15 meeting rooms and provide the customer with just one keycard to open all the doors.

Valuable Integration

Security and comfort are two of the most important aspects exhibitors consider when assessing venues. With an integrated building automation system, HBGCC can continue to deliver on its promise of providing "best in class" service, security and comfort to its customers.

"Working with a secure and comfortable venue is a high priority for our customers so it is very important that we meet those needs," said Michael Sawaya, Director for Convention, Sports and Entertainment Facilities for the City of San Antonio. "We believe after working with Honeywell that we are now better suited to continue providing our customers with a venue that leads in service, security and comfort."

The Henry B. Gonzalez Convention Center is a 1.3 million square foot event center located in downtown San Antonio, Texas, along the San Antonio River Walk. Originally built in 1968, the convention center features 67 meeting rooms, four exhibit halls totaling more than 440,000 square feet, a 2,300 seat performing arts theatre and three ballrooms. It hosts over 300 events a year with over 750,000 convention delegates from around the world.

Find Out More

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