

CONVERGED SYSTEMS THAT DELIVER VALUE,
REVENUE GENERATION AND CUSTOMER SATISFACTION

Intelligent Resort Management

Creating an outstanding experience for guests visiting an integrated resort will enable you to stand apart from your competition and reap the rewards of guest loyalty and referrals.

Integrated resorts are multi-purpose mixed-use facilities - often consisting of hotels, gaming and entertainment, convention centres, and dining and leisure facilities - demanding a diverse range of round-the-clock customer services and activities.

Honeywell Building Solutions understands that paying guests demand high standards. Modern guests are demanding convenience, information and control, and mobile technology empowers

them to drive their own experience within an integrated resort. By utilising Honeywell's converged technology solutions you are able to enhance the guests' experience by putting your facility's information and services in their hands even before they step through the door. Once within the resort, our integrated approach to facility management ensures a comfortable, safe and secure environment and helps maximize revenue via harnessing the power of information.



CONVERGED SOLUTIONS DELIVERING RESULTS

Integrated resorts are faced with many challenges. On the one hand they must ensure an efficient, profitable business operation that delivers productivity gains and optimises opportunities for income generation. On the other, they need to

reduce risk, prioritising public safety and security in complex and highly populated environments while encouraging ease of movement for guests. Honeywell's converged technologies for integrated resorts deliver results:



Enhanced Guest Experience

Intelligent use of technology to enhance the guest experience will underscore competitive advantage. Seamless operation of touch-points from in-room climate and lighting control to underground car park extractor fans, reception management, Wi-Fi zones, access control and digital signage, all aspects of building, security and life safety management come together to play a vital role in enhancing the guest experience.



Operational Efficiencies

Integrated resorts are often expansive and impressive architecturally which can complicate operations. A holistic and integrated approach to resort management drives operational efficiency by streamlining operations, automating everyday tasks empowering facility managers to do more with less. Integrating people, process and technologies drives performance improvement and reduce lifecycle costs and free-up time and money to focus on customer-facing activities.



Safety

In event of emergency accurate visual and aural information and safe evacuation of a large number of people across multiple buildings are primary safety concerns coupled with legislation compliance.



Security

Being able to detect potential threats, respond swiftly and reduce impact is critical to protecting patrons, facilities and assets. Smart surveillance helps protect patrons and the facility - the gaming floor, perimeter, delivery bays, parking lots, communal areas, guest floors, conference areas and all back house zones included – as well as serving as a powerful 'eye' in case of emergency.



Real-time Information

Having access to real-time information empowers informed decisions within a dynamic customer focused environment. While providing information to your guests promotes revenue generation, be it sending messages to patrons smart devices, or a "virtual concierge" in the lobby, it is a great way to help guests get directions and maps to local attractions, look for a place to eat or go shopping, review area entertainment options, check in for their flights and print boarding passes, even access the Internet if so desired.



Access

Enabling access to the right people at the right time in an efficient and secure manner promotes integrity of operations within a complex environment. From a guests perspective, their ability to access information about the resort prior to their arrival for room bookings, pre-arrival services, express check-in, can all be made available from the comfort of your guests' lounge room.

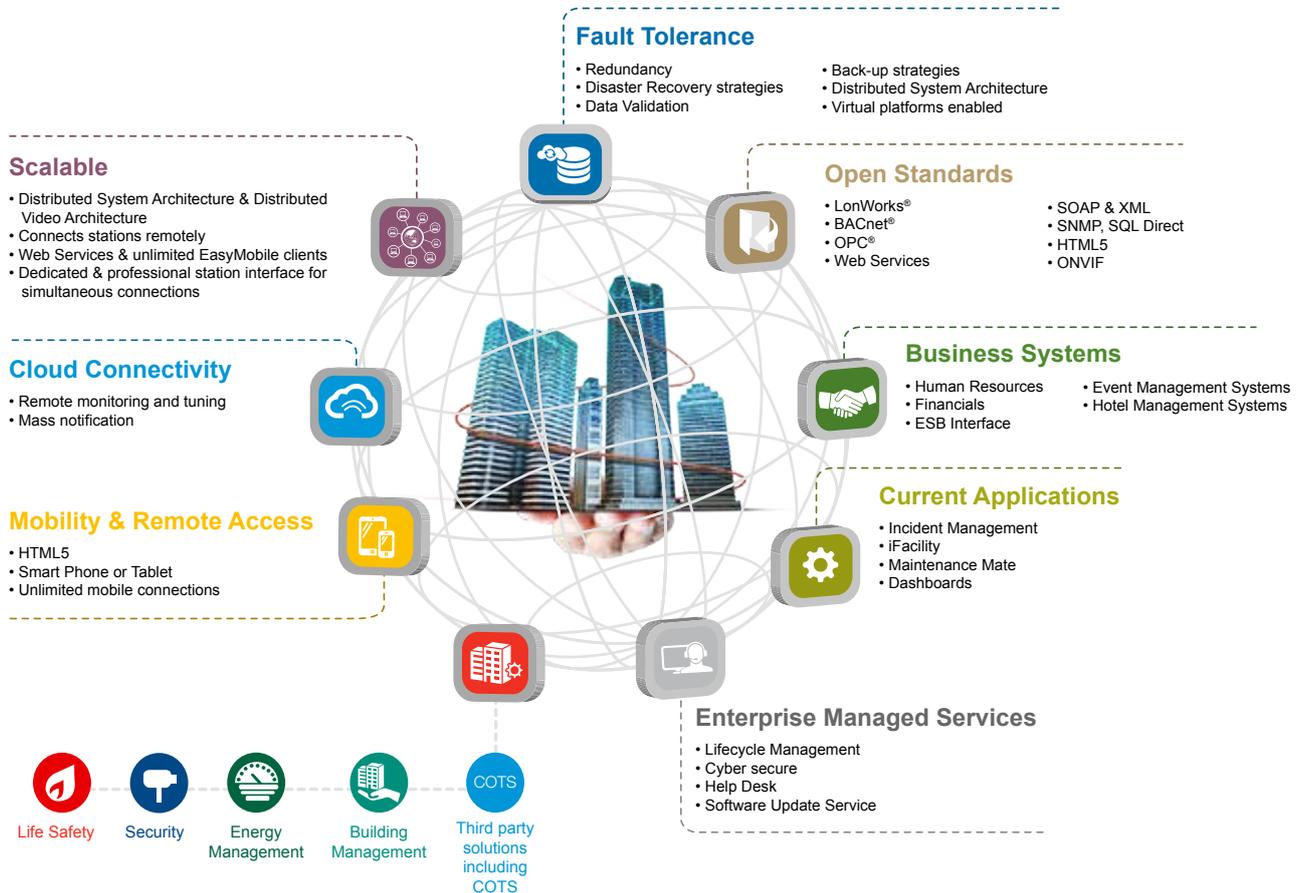


Revenue Generation

By harnessing intuitive technology, integrated resorts can maximize revenue or create new revenue streams. In retail areas for example, security cameras can be used as sensors to monitor the level and locations of foot traffic through different entrances and within stores. Interpreting this information for marketing purposes allows the business to justify charging premium advertising rates for digital signage or increasing rent for well situated tenants, determined by the recorded 'hot spots'. The same methodology can be applied to identify and monitor the best product placements, by brand, price or trend and assist to drive in-store advertising and purchase effectiveness – all leading to revenue generation.

Technology improving outcomes increasing operational efficiency, enhancing the customer experience and improving return on investments.

Integrated resorts are dynamic 24x7 environments. To remain competitive they demand an agile technology roadmap able to integrate with new evolving technologies to meet the dynamic demands of patrons and providing the flexibility to adapt to new ways of working and do more with less.



INTEGRATION IS KEY

Integrated technologies play a vital role in an integrated resort environment, empowering facility managers to optimise comfort, safety and security while also serving as a mechanism to enhance customer satisfaction. Technology is also offering a great deal of value in delivering new streams of revenue by leveraging existing investments in areas such as security to integrate with sales, marketing and advertising activity. At Honeywell, we develop and deliver intelligent solutions to meet the needs of integrated resort owners and operators. This ensures:

- Consistent and comfortable environment
- Automated processes happen as intended
- Reduced risk
- Faster real-time emergency response
- Enhanced control capabilities, reducing costs and improving efficiency
- Better energy management
- Empowered staff
- Operational intelligence for better and faster decision-making
- Revenue generating opportunities.

HONEYWELL EBI: INTELLIGENT CONTROL BEHIND THE CONVERGED BUILDING

Honeywell Enterprise Buildings Integrator (EBI) lies at the core of our intelligent hotel management solutions. It is an easy-to-use, intuitive platform that integrates your existing (and future) building, security and life safety management systems. It can also link into your financial, business and communication systems in the interest of improved efficiency. Open systems architecture also ensures easy integration with multi-vendor equipment.

Honeywell EBI makes integration easy, streamlines everyday tasks with intelligent automation and optimized mobile access enabling enhanced control of an integrated resort on to go.

For more information visit www.ebi.honeywell.com

What benefits does an EBI solution deliver?

OPERATIONAL BENEFITS

The ability to monitor, control and integrate heating ventilation and air conditioning, energy management, security – access control, time and attendance monitoring, asset location and management and digital video surveillance – and life safety applications from a single workstation creates multiple operational benefits:

- See the big picture, manage from the enterprise level and make timely informed decisions
- Seamless integration with Honeywell and third party systems
- Intelligent automation of processes streamlining workflow and improving productivity
- Reduced risk by earlier detection and a faster response
- Easy-to-use web-based user interface for efficient operator control
- Regulatory compliance.

ECONOMIC BENEFITS

- A cost effective open architecture supports leading open industry standards including BACnet®, OPC, LonWorks® and Modbus®
- Fully scalable solution with the flexibility to grow over time and distance
- Energy efficient – real-time view into facility operations and deep trend analysis provide data-driven insight to optimise your energy management strategies and minimise operational costs
- Improve ROI over lifecycle – integrated solutions reduce complexity, often resulting in lower operational and maintenance costs
- Improved resource utilization / deployment with productivity of resource availability and deployment
- Implementation of automatic billing system by transaction, based on measured consumption and utilization of assets
- Cost control and improved cash generation
- Higher return on investment.

TECHNICAL BENEFITS

- Risk reduction with system modification and introduction of new technology
- New measurement and management processes can be easily developed and deployed
- Improved compliance.

MOBILITY BENEFITS

Monitor and control your facility on-the-go with EBI's mobile solution - EasyMobile.

- Use a smartphone for remote access and management of your alarms, system status monitoring and more.
- Use a tablet solution for complete mobile access and control.

Mobile technology enables you to work, collaborate and response on-the-go which is critical for large multi-floor, multi-building facilities.

ENERGY BENEFITS

One of the greatest efficiency dividends a hotel can realise is through a reduction in energy consumption. Because energy savings methodologies are based on finding abnormal events and conditions in the building, energy savings also create better operational outcomes. By properly understanding the operational performance of the building, continuous commissioning can be carried out to avoid energy performance drift.

Honeywell's Attune™ Advisory Services makes smart building management systems financially feasible to a degree not previously possible. Attune enables data generated from hundreds of buildings to be transmitted to a single "command center," where facilities professionals use complex automated algorithms to monitor equipment performance.

For more information visit www.attune.honeywell.com





Why Honeywell?

We have built a global reputation for delivering competitive advantage to our customers through design, implementation and support of cost-effective solutions that are aligned with business processes, objectives and outcomes, coupled with an absolute focus on customer satisfaction.

ADDRESSING YOUR NEEDS

Our philosophy is to focus on your business goals. Whatever your key performance indicators, we can design an intelligent solution to meet them, using existing technologies or through the development of bespoke solutions – project validation, asset tracking or energy management for example. Through our in-depth knowledge of heating, ventilation and air conditioning (HVAC) control solutions, we can create and balance energy efficient, environmentally-friendly microclimates.

PEOPLE & PROCESS

Honeywell bring the optimum mix of people, process and technology with proven delivery and unrivalled experience across a wide range of applications globally. In doing so we can ensure that your project is delivered on time and budget. 'Staging' infrastructure and building systems off site onto a live working network minimizes issues on site. We can also call upon our global engineering resources to accelerate project delivery anywhere in the world, at any time.

TECHNOLOGY

As part of Honeywell international, a \$38 billion diversified technology and manufacturing leader, HBS is committed to continuous investment in innovative building automation technologies. Technology creates the network, but it's our experts that recommend and deliver savings. Our systems have clearly defined migration paths and, open in design, do not tie you into a single proprietary provider or solution. By integrating our expert IP solutions knowledge we are able to optimise functionality and reduce cost and risk. And, because our open technologies are compatible with most existing and third party equipment, you can choose to retrofit and modernise as required.

SERVICE

Remote monitoring capability and energy management are just two technical services that complement our local service engineers to support plant uptime and drive performance improvement. Ready access to skilled, local staff and parts supply is vital to prompt equipment repair. It protects the value of your systems and drives performance improvement over the life cycle of your integrated resort or hotel – allowing you to focus on customer satisfaction and your core business.

CONFIDENCE

Our intelligent approach to project design and delivery through to technically advanced facility services, our aim is to reduce your financial and operational risk at all times. We can draw on many years expertise to ensure that new build and refurbish projects are designed, delivered and managed to support maximum uptime and a higher return on investment.

LIFECYCLE MANAGEMENT & LONG-TERM PARTNERSHIP

Capital investment in the technologies to operate a successful integrated resort is a small part of life time cost. Honeywell facility services and maintenance support includes upgrading equipment with new technology as well as the provision of skilled technicians and engineers to work with you to ensure that your systems operate as intended – to optimise system uptime, drive productivity gain and train your own building operators. We can also monitor your systems and any alarms remotely through our Global Customer Care Centre

Proven Track Record

We are a leading provider of intelligent solutions and services to integrated resorts around the world. This includes many hotels, gaming and entertainment facilities and convention centers, new and old alike.

Our comprehensive portfolio of integrated building, energy, security and life safety management solutions and services makes for productive, innovative and profitable facilities. Encompassing design, installation, commissioning and service support, it helps to keep the people within them safe, secure and comfortable. Added to that we have the knowledge and experience to manage the implementation of integrated data and voice infrastructure to deliver truly converged solutions.

ASIA PACIFIC

- Suntec Singapore International Convention & Exhibition Center
- The Star, Sydney Australia
- SKYCITY Auckland, New Zealand
- Crown Melbourne, Australia
- Crown Perth, Australia
- Jupiters, Gold Coast Australia
- Four Seasons Hotel, Mumbai India
- Fairmont Dubai, United Arab Emirates
- Address Hotel, United Arab Emirates
- Crowne Plaza & Staybridge Suites, Abu Dhabi
- Langham Hotel, Hong Kong
- JW Marriott Hotel, Hong Kong
- InterContinental Hotel, Hong Kong
- Regal Hotel, Hong Kong
- Renaissance Harbour View Hotel,
- Ritz Carlton, Hong Kong
- Wynn Resorts, Macau
- Galaxy StarWorld, Macau
- Las Vegas Sands, Macau
- Venetian Hotel, Macau
- Peninsula Hotel, Shanghai, China
- Langham-Jumeirah Hotel, Shanghai, China

- Grand Hyatt Hotel, Shanghai, China
- Ritz Carlton, Shanghai, China
- Kangwon Land Casino Hotel, Korea
- Lotte Hotel, Seoul, Korea
- Grand Intercontinental Hotel, Seoul, Korea
- Marina Bay Sands, Singapore
- Pan Pacific Singapore, Singapore
- Sheraton Towers Singapore
- Marina Mandarin Singapore
- Mandarin Oriental Singapore
- InterContinental, Singapore

EUROPE

- SBM Casino & Hotel, Monaco
- Swissôtel, Moscow, Russia
- Polat Tower Residence, Istanbul, Turkey

AMERICAS

- Loto Quebec, Montreal, Hull, Charlevoix, Canada
- Mohawk & Sarnia Casino, Mississauga, Canada
- Extended Stay America, USA
- Rio All Suite Hotel, Las Vegas, USA
- Wyndham Hotel, Texas, USA
- Inland Casino, Utah, USA



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