

HOTEL VIU MILAN

Milan's first 'bleisure' hotel utilises Honeywell's INNCOM room automation platform to ensure guest satisfaction, reduce energy costs and optimise facilities management



Opened in 2017, Milan's Hotel VIU is a 124-bedroom hotel featuring a rooftop panoramic terrace with a swimming pool, a gymnasium, a Michelin restaurant and attractive meeting places.

This five-star mix of innovation, luxury and simplicity is the first hotel in the city dedicated to the traveller mixing business and leisure - providing high quality service and a relaxing environment for guests and visitors alike.

PROJECT OVERVIEW

High-level technology delivering tangible benefits for guests was key to the hotel's brand and to creating the right environment - providing a 'wow' experience for visitors while enhancing levels of comfort and optimising building control at the same time.

Integrating Honeywell's INNCOM system - the most collaborative guest room automation platform in the world - with the VingCard Essence door lock system on one common backbone network created a seamless and memorable room experience for guests and an optimum level of efficiency for the hotel.

THE HONEYWELL SOLUTION

- Used Honeywell's Enterprise Buildings Integrator (EBI) front end to integrate the management and control of the hotel's Heating, Ventilation and Air Conditioning (HVAC) and mechanical systems onto one common platform in order to access energy management data and to easily implement improved control strategies.
- Installed INNCOM Integrated Room Management System (RMS) in all 124 guest rooms, monitoring HVAC equipment performance, temperature settings and room occupancy and providing each guest room with a high-end, glass-finish capacitive-touch user interface for thermostat, air conditioning and lighting control. The INNcontrol 3 realtime information display includes a three-dimensional rendering of the hotel, which rotates and can be manipulated to show the facilities management team any side of the building as well as individual floors, with individual rooms appearing in different colours depending on room status.
- Equipped VingCard door locks with a communication module, enabling them to communicate to a central server via the INNCOM network.
- Provided the opportunity for guests to check in, check out or access their room via a smartphone app.

CUSTOMER OBJECTIVES

- Meet or surpass guests' expectations of comfort, safety and satisfaction.
- Enhance guest's control over their room environment.
- Ensure the environmental integrity of all guest rooms - occupied or unoccupied.
- Enhance room security.
- Optimise energy and maintenance costs.
- Optimise building management capability.
- Contribute to the hotel's environmental achievements.
- Enhance the brand of the Hotel VIU.

BUSINESS OUTCOMES

- The INNCOM RMS has generated between 15% and 25% in energy savings through state-of-the-art air conditioning and lighting control.
- Real-time facility data and the automatic reporting of alarms and events provided by INNCOM from the 124 guest rooms supports increased operational performance, optimal efficiency, and maximises uptime to impact the bottom line.
- The INNcontrol 3 realtime information display enables room-specific issues to be identified and addressed quickly - maximising satisfaction levels, minimising downtime and optimising the use of the maintenance team.
- INNCOM's central electronic lock system:
 - improves incident response time by providing Security with instant notification of a door being forced open
 - enhances customer service by enabling Reception to verify lock functionality before a card is issued to a guest
 - reduces the cost of labour, batteries and dead lock events by reporting on battery condition
 - increases efficiency by enabling the universal cancellation or issue of a staff



The INCOMM solution includes **3 different Light scenarios** while the bedside modules are completely customized according to the customer's design specifications.



“The Hotel VIU brand is built on providing every guest with high quality service and a memorable stay during their trip to Milan. Ensuring their room meets their requirements is extremely important in this regard. We are delighted to report that the Honeywell solution contributes significantly to the achievement of this objective.”

Diego Novarino
Hotel Director

For more information

www.buildingsolutions.honeywell.com

Honeywell Building Solutions Europe

Honeywell House
Arlington Business Park
Bracknell
United Kingdom RG12 1EB
+44 (0)3333 455499

Honeywell Building Solutions Italia

Monza
Via Philips 12
20900
Phone: 0039 039 21651
Fax: 0039 039 2165888

Roma
Via Carlo Veneziani 56 - Torre C
00148
Phone: 0039 064 32281
Fax: 0039 064 3228300

Padova
Via Nona Strada 23/Q7
35129
Phone: 0039 049 8534911
Fax: 0039 049 8703400

www.honeywell.com