**PHILIPS**

Hospitality guest
room controls

# Bring the
# wow factor
# to your hotel

RoomEase and RoomFlex

A brilliant opportunity to
# stand out

## Inspire loyalty by impressing your clientele with new services.

Fierce competition for loyalty, and increasing discernment among guests are driving hotel managers to find new ways to differentiate their services. But how do you create the 'wow' factor to impress today's world-savvy travelers and put your hotel at the forefront of social media?

As in the business world, the answer can be found in digital transformation. Harnessing sensors, lighting and the Internet of Things (IoT) to reimagine business and launch entirely new services and experiences.

Philips Lighting is proud to introduce RoomEase and RoomFlex, two solutions designed to raise the bar on guest services, redefine hotel management and drive sustainable operations.

Moving to a more connected future starts with a conversation. Philips Lighting can demonstrate our solutions and create a system around your hotel needs. Our system is plug and play, so it can be pre-programmed and ready to install, making it easy to set up and maintain.

# Appeal to
# **every traveler**

The Star, Sydney, Australia

## From the minute guests enter your hotel room, the difference is apparent.

No need to put the key in the slot to switch on the lighting, the automatic detection switches it on and draws the curtains to create that special welcoming feeling.

At the touch of a button, guests can control inspiring ambience to suit their mood and adjust room climate to their presence and preferences. They can also set a delightful way to wake up naturally with light simulating the sunrise that leaves them feeling refreshed. Plus, they can use the same console to order hotel services – from room service to laundry pick-up.

Behind the scenes, the system can be configured to unite your hotel management and Heating Ventilation and Air-Conditioning (HVAC) systems.

A unified dashboard shows room service, laundry and 'clean my room' requests, and automatically notifies appropriate staff to take action, enhancing service and operational efficiency.

## Transform your guest experience with RoomEase and RoomFlex

Be a stand-out hotel and deliver unique guest experiences with smart room control innovations, powered by Philips Dynalite. Philips transforms guest rooms into intelligent spaces with two brilliant solutions – stand-alone or networked – to suit your needs:

### RoomEase
RoomEase is a highly innovative and cost-effective system that's easy to install, with pre-configured options. Guest detection with sensor and dry contact integration means guests do not need a room key to activate it. Subtle lighting automatically turns on when the guest enters and off when the guest leaves the

room, eliminating night time stumbles on the way to the bathroom. Stand-alone room controls allow guests to open their blinds or curtains, control their lighting, and switch on 'do not disturb' and 'make up my room' notifications.

### RoomFlex
RoomFlex extends the capability of RoomEase. Your guests can enjoy complete control over the ambience in their room, with a choice of themes and mood lighting to create that secure, pampered feeling. They'll be able to adjust temperature, bathroom privacy settings, and more. It also features Wake Up – a unique experience to leave guests

feeling more refreshed and energized – with great memories of your hotel.

This system includes the RoomFlex hotel dashboard that provides hotel management with a comprehensive, real-time view of the status of all your guest rooms and business center. It also gives hotel management the ability to remotely control the lighting and climate of rooms, and be notified when windows are left open, or safe doors closed at check-out. With integration into the Oracle Opera Interface, an unoccupied room could alter its climate setpoints and close the curtains to further save energy.

# A brilliant experience for your guests

Philips Lighting in-room control solutions have strong benefits for you and your clientele. While guests enjoy the comfort of an intuitive building, you have powerful management insights and control at your fingertips.

## Surprise and delight your guests



**Smart guest detection**

When the guest enters, there is no need for the key to be inserted into the slot for the room to come to life. The guest detection triggers the welcome lighting scenes and opens up the curtains, providing guests with that 'wow' factor. It also saves on energy when the room is unoccupied.



**Perfect light for every mood**

Lighting plays a huge role in creating an atmosphere to delight your guests. Offering guests the ability to personalize it in their room can significantly enhance their experience and satisfaction.

Our solutions let you tailor pre-defined scenes and ambience to create a big impression as you welcome guests and showcase their room after check-in or turn-down. You can also offer lighting options like 'work', or 'relax' enabling guests to match their mood with a single tap.

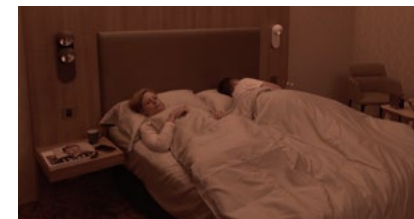To see example lighting scenes, go to: www.philips.com/hospitalitylighting



**Anti-Stumble night-light**

In a recent survey, 32% of guests said they leave a light on at night in order to find their way around their hotel room.

For guest comfort, discreet sensors under the bedsides detect a guest getting up and automatically fade up low level navigational lighting.

This helps them navigate safely to the bathroom in an unfamiliar environment, without disturbing their partner. When they return to bed, the night light automatically fades back to darkness after a few moments, encouraging a peaceful and happy return to sleep.
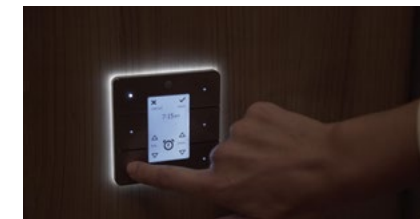


**Wake up with light**

Research conducted by Philips and the University of Basel found that when we travel our body clock best adjusts to new time zones and environments with a natural wake-up experience.

To achieve this Philips has created a unique light recipe to simulate the sunrise that can be integrated into your guest rooms through color changing cove lighting. It's proven to leave guests feeling more refreshed and energized – with great memories of your hotel.

No need for an inconvenient phone call, guests simply enter the time for their wake-up alarm through the bedside panel. There's also a snooze option, if they need a moment.



**Full service at the touch of a button**

Our solutions can provide guests with a single interface into hotel services enabling them to request laundry or housekeeping. Along with the ability to control lighting, they can easily adjust temperature, blinds and curtains, and set the wake-up alarm.

When a guest approaches the Antumbra button or display, a halo effect appears behind the panel so that the buttons are easy to see. This fades when the guest moves away so as not to disturb sleep.

# RoomFlex dashboard for powerful insights

### Complete visibility across your hotel

You'll enjoy a complete, real-time view of your guest rooms, business center and other connected spaces with our RoomFlex hotel dashboard. These insights can be used to monitor and hone considerable operational efficiency and service performance benefits.

A 'tile' represents each room, showing at a glance the occupancy, temperature and guest requests such as Do Not Disturb.

With a click, you can filter to see a specific floor, just the rooms with a certain status or even those with an elapsed time. Every guest interaction is timestamped for export and analysis.

### Proactive service

The dashboard helps you to preempt situations and provide proactive service for your guests. For example, it can generate housekeeping requests to precondition a room or notify them of guest requirements, such as 'Make Up Room' and pick-up laundry as they come in.

Authorized staff can easily provide customer assistance, for example, if a guest calls to say their room is too warm, the front desk staff can quickly adjust the temperature remotely. Front desk staff can also be notified if a room safe is still locked when a guest checks out, enabling them to confirm that valuables have not been left behind.

### Proactive maintenance

Our notifications and alerts tools allow you to automate powerful logic-based actions or send alerts to your team by email or SMS.

This enables you to pre-empt situations and provide proactive maintenance. For example, if a room is in 'Do Not Disturb' for too long, maintenance can be notified to make sure that all is well.

# Technically speaking
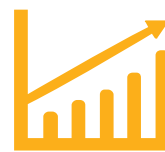
## Perfect for every hotel

### Ready to install

To save time and reduce your on-site costs, we can factory pre-program your system ready for installation by a qualified electrician, no further commissioning required. Maintenance is as easy as swapping a module or panel for a spare.

Units can even be programmed ready to suit multiple room configurations – simply select the room type.

### Customized to suit your hotel

Choose from standalone or networked services to suit your hotel set-up. With RoomEase rooms are standalone for control over in-room services. With RoomFlex, rooms are networked to provide central visibility of status, requests and other integrated hotel systems on our RoomFlex hotel dashboard. With the integration of HVAC systems and Opera Oracle, Philips Lighting can create a powerful management platform.

### Reliable high performance system

Philips Lighting systems use distributed logic, which means your hotel rooms operate independently and can never slow down even in the busiest of times.

RoomEase and RoomFlex are fully scalable solutions, suitable even for large buildings.

## Designed for sustainability

### Meet your sustainability targets

In some climates, HVAC can consume as much as 60% of the energy in guest rooms. RoomEase and RoomFlex can introduce significant efficiencies by integrating the control of these services. This is especially effective when they are connected to the Opera Oracle Interface, allowing you to manage different temperature setpoints (occupied and unoccupied) and close curtains when rooms are vacant.

In addition, when a room is occupied but the guest leaves the room, the smart guest detection system can switch off the lighting and adjust temperature, if desired.

### GreenMode

Research suggests that for every one degree reduction in climate set-point you make, you can realise up to 10% energy savings. To help you achieve this, we have created GreenMode, which you can present as a choice to your guests, along with sustainability messaging. Through a simple leaf icon on the panel, they'll be able to switch to GreenMode, activating a wider set point tolerance of two to three degrees (or your choice). You can also select more restrictive high and low limits, and if your integration supports, offer loyalty points or recognition for contributing. If they prefer not to participate, guests can easily set their own temperature preference.

# At a glance

## The capabilities of RoomEase and RoomFlex

| Feature | RoomEase | RoomFlex |
|---|:---:|:---:|
| **Lighting experience** | | |
| Dimmable lighting for mood settings | | ✔ |
| Colour Changing (DMX) lighting | | ✔ |
| Anti-stumble light | ✔ | ✔ |
| Wake Up experience with simulated sunrise | | ✔ |
| Zoned Lighting | ✔ | ✔ |
| **Energy saving** | | |
| Guest Presence Detection | ✔ | ✔ |
| HVAC Switching | ✔ | ✔ |
| Adjustable HVAC to any temperature | | ✔ |
| GreenMode enables you to set the system at a more economical set-point | | ✔ |
| Room status communication with Oracle Opera Interface | | ✔ |
| Daylight dimming | | ✔ |
| Blinds/curtains on/off (Relay) | ✔ | ✔ |
| Power sockets on/off | ✔ | ✔ |
| Cool Automation integration for central HVAC control | | ✔ |
| **Room Service** | | |
| Activate Make up my room/Pick up my laundry/Do not disturb to corridor | ✔ | ✔ |
| Sent message to housekeeping for Make up my room/ Pick up my laundry/Do not disturb to corridor | | ✔ |
| **Dashboard/Notifications** | | |
| Dashboard for room status information to improve guest services and operational efficiency | | ✔ |
| Notifications and alerts to email or SMS | | ✔ |
| **Panels/Switches** | | |
| Antumbra Panel Interface | ✔ | ✔ |
| Third Party Switches/Panels | ✔ | ✔ |
| Key Drop Switching | ✔ | ✔ |
| **Ease of Installation/Logic** | | |
| Factory pre-programmed options | ✔ | ✔ |
| Ease of maintenance | ✔ | ✔ |
| Networked infrastructure to enable integrations | | ✔ |
| Systems Monitoring (WatchDog) | ✔ | ✔ |
| Fitting Health Monitoring (DALI luminaires) | | ✔ |
| **Integration with other systems** | | |
| Room status communication with Oracle Opera Interface | | ✔ |
| Room status monitoring to third party systems | | ✔ |
| Assay Abloy Vingcard doorlock interface compatibility | | ✔ |
| Cool Automation integration for central HVAC control for more energy savings | | ✔ |
| Bacnet for connecting to BMS | | ✔ |
| OPC for connecting to BMS | | ✔ |

# The pinnacle of hotel lighting

Burj Khalifa holds many records – including the world's tallest building and observation deck. Less well known, but critically important, is the state-of-the-art Philips Dynalite control system in the iconic 828m tower.

The solution had to be highly modular and distributed to accommodate all interior and exterior lighting, HVAC, occupancy and more. It also needed the intelligence to support sophisticated programming and contextually aware responses.

The result? Philips Lighting delivered an integrated system in line with the building's luxury image. The entire building is controllable, from the entrance lobby, throughout the Armani Hotel, serviced residences and even the lookout platform.

For more case studies and references, visit:
**www.philips.com/hospitalitylighting**

# Why Philips?

**Quality with Global Scalability**
Philips are a trusted global brand with a proud history of continuous innovation and over 25 years' experience in integrated hospitality systems, on every scale.

We're focused on keeping our customers at the leading edge. Our hotel innovations are underpinned by a strong commitment to research and development. In 2015 alone Philips invested over a billion euros in R&D, and a further 495 million euros in green innovation – part of an ongoing two billion euro commitment to green technologies.

By choosing Philips as your partner, you are assured of a high quality, proven solution, backed by a global leader. All of our systems are CE and UL certified.

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