Millennium Hilton, the top luxury hotel in Bangkok, Thailand automates their maintenance management operations with eFACiLiTY®

CLIENT

Hilton is a leading global hospitality company with a portfolio of 18 world-class brands comprising more than 6,400 properties and more than one million rooms, in 119 countries and territories. Millennium Hilton is part of Hilton Hotels & Resorts, the global brand of full-service hotels and resorts and the flagship brand of Hilton.

Source: https://www.hilton.com/en/

BUSINESS REQUIREMENT

Millennium Hilton, the new luxury hotel in Bangkok, Thailand, had many assets to be managed and so leaving the maintenance management task to manual alone was neither expedient nor safe.

So, Hilton's facility management team wanted to automate all their maintenance tasks for maintaining the standards of a luxury hotel as well as offer a delightful experience for their customers/guests and also integrate with their building management system (BMS) to help them control & adjust all connected systems for optimizing their building's performance and saving energy.

SOLUTION

Infocon Engineering Sdn. Bhd., Malaysia (Now acquired by Johnson Controls) – Tridium Niagara's BMS integration partner for Hilton wanted a maintenance management system that could streamline the maintenance operations of the building and seamlessly integrate to provide complete automation.

Infocon being a long-term partner of SIERRA and having used eFACiLiTY® for many of their projects in the South East Asian regions chose to implement SIERRA's eFACiLiTY® Enterprise Asset Management (EAM/CMMS) System for the project.

Implementing eFACiLiTY® Enterprise Asset Management (EAM/CMMS) enabled Hilton to set up a centralized system to manage the maintenance & repair requests, schedule preventive maintenance policies for all equipment/assets, maintain detailed information of every asset, capture BAS/BMS alarms triggered by the functional building/facility systems (building control systems, M&E services, fire protection, access control, security systems, etc.), generate work orders automatically and email alerts to maintenance technicians/contractors for quicker resolution and reduced turnaround time. eFACiLiTY® enabled Hilton to set KPI metrics, view building performance via dashboards, and auto-generate reports for better decision-making.

CLIENT BENEFITS

Being a luxury hotel with constantly changing clients, Hilton's team decided to keep regular and efficient maintenance as their highest priority and installing eFACiLiTY® offered their maintenance team the required tools to operate at peak performance creating an efficient and safer environment for their clients.

eFACiLiTY® provided Hilton's facility managers with an intuitive and easy-to-use interface that enabled them to manage and respond faster to maintenance requests, reduce costs & downtime of equipment, etc., and allowed technicians to prioritize, track, and complete work orders in real-time.

Other substantial benefits of eFACiLiTY® include:

- Reduced maintenance costs
- Minimal resource requirements owing to automation
- Improved TAT for all maintenance activities
- Improved communication between hotel staff & Maintenance team