

BEST WESTERN Indonesia



KIO (Klemsan Internet Objects) Platform Case Studies



PREMIER PAN



AIM OF THE PROJECT

- ▶ To simplify the process of consumption data collection
- ▶ To improve the process of invoicing to the hotel guests
- ▶ To establish an alarm system for potential failures in devices

Location: Batam, Indonesia

Number of branches: 400 (will be increased to 670 in 2019)

Solution: KIO (Klemsan Internet Objects)
Platform: Basic module + Invoicing module
Klemsan POWYS 1110 Energy Analyzer
Klemsan Remote I/O

ABOUT BEST WESTERN PREMIER PANBIL (INDONESIA)

Best Western Premier Panbil is located in the western part of **Batam**, very near to **Panbil** industrial estate and prestigious Panbil Residences. It is the answer for those who want to have pleasurable getaway in the sea border between Indonesia and Singapore. The building has **15 stories** with **22 rooms** on each floor.



BUSINESS NEED

In Indonesia, hotels are charging energy fees to the guests according to their consumption in the rooms. Major utilities like air conditioning, lighting and hot water supply should be tracked in a proper way for the sake of a healthy and fair invoicing process.

When the invoicing process is automated, both the hotel management and the guests benefit from it. Hotel management can get rid of the drawbacks of the manual data collection and can assign the staff to **customer engagement** activities. Besides, when IoT is embraced in hotel industry mainly in invoicing process, negative interference with guests is avoided.



SOLUTION

In 2016, Best Western Premier adopted and configured KIO (Klemsan Internet Objects: Basic module + Invoicing module) platform for **244** points in order to simplify the process of data collection about energy consumption of each room. The process of noting the indices on the papers by visiting the electricity meters one by one is eliminated. They began to keep track of kWh consumption instantly and continuously.

They also started to make automatic compensation control instead of manual one, which provided proactive maintenance and location-based interactions to improve customer experience.

After experiencing the initial benefits of KIO, in 2018, the project is expanded to **400** energy measurement points and in 2019 the target is to measure **670** points in the hotel.

BENEFITS

- ▶ Operator mistakes due to manual data collection are eliminated.
- ▶ The personnel dedicated for this job is directed to a customer experience improvement program.
- ▶ Instant and accurate data is collected and invoiced to the guests.
- ▶ **Real Time Monitoring And Alarm Management:** Device parameters and alarms can be monitored in real-time.



KIO DASHBOARDS FOR BEST WESTERN PREMIER

Organization

Live Passive No Communication
Has Alarm

Search Collapse All

Expand All

BestWest

- 06th Floor
- 07th Floor
- 08th Floor
- 09th Floor
- 10th Floor
- 11th Floor
- 12th Floor
- 15th Floor
- 16th Floor
- 17th Floor
- 18th Floor
- 19th Floor
- 20th Floor
- 21st Floor
- 23th Floor
- 25th Floor

15th Floor

Last Communication Info Communication Info Categorical Consumption Alarm

Last Instant Value Auto Refresh

Voltage Avg. Phase 1 Phase 2 Phase 3
Voltage (Line-Line) LL Avg. LL 1-2 LL 2-3 LL 3-1
Current Total Phase 1 Phase 2 Phase 3
Active Power Import Total Phase 1 Phase 2 Phase 3
Reactive Power Total Phase 1 Phase 2 Phase 3
Apparent Power Total Phase 1 Phase 2 Phase 3

Power Factor Cosφ Avg. Phase 1 Phase 2 Phase 3
Cosφ Avg. Phase 1 Phase 2 Phase 3
Frequency System Phase 1 Phase 2 Phase 3
THD. Voltage Total Phase 1 Phase 2 Phase 3
THD. Current Total Phase 1 Phase 2 Phase 3
Current Neutral

Organization	Description	Device Model	Read Date Time
Room_27 / 15th Floor	Room_27_1527	Powys Single Phase v2	2019-05-02 18:00:58
Room_26 / 15th Floor	Room_26_1526	Powys Single Phase v2	2019-05-02 18:00:56
Room_25 / 15th Floor	Room_25_1525	Powys Single Phase v2	2019-05-02 18:00:54
Room_23 / 15th Floor	Room_23_1523	Powys Single Phase v2	2019-05-02 18:00:53
Room_21 / 15th Floor	Room_21_1521	Powys Single Phase v2	2019-05-02 18:00:52
Room_20 / 15th Floor	Room_20_1520	Powys Single Phase v2	2019-05-02 18:00:50

Confirmed Invoices

Refresh Print List Print All Record Print Record Filter

100 records per page Search:

Invoice Term	Confirm Info	Device Tariff	Start Date	First Index	End Date	Last Index	Total Consumption	Invoice Amount
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 23:05:33	4,079.000 kWh	2019-02-24 23:21:04	4,420.000 kWh	341.000 kWh	690,800.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 22:50:20	3,871.000 kWh	2019-02-24 23:05:22	3,871.000 kWh	0.000 kWh	281,600.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 23:55:20	4,814.000 kWh	2019-02-24 23:45:41	5,448.000 kWh	634.000 kWh	1,042,400.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 23:25:31	205.000 kWh	2019-02-24 03:50:41	258.000 kWh	53.000 kWh	345,200.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 23:15:36	3,658.000 kWh	2019-02-24 23:45:42	4,192.000 kWh	534.000 kWh	922,400.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 23:15:39	4,772.000 kWh	2019-02-24 23:41:46	5,400.000 kWh	628.000 kWh	1,035,200.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_2	2019-01-23 23:07:27	4,476.000 kWh	2019-02-24 23:20:18	5,022.000 kWh	546.000 kWh	936,800.00 IDR
FEBRUARY 2019	admin - 2019-03-25	HPS/APARTMENT_TARIFF_1	2019-01-23 23:05:33	1,376.000 kWh	2019-02-24 23:21:04	1,397.000 kWh	21.000 kWh	245,200.00 IDR



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Klemsan