

# OUR CLIENT

## Background

Located in the heart of vibrant Pattaya city, Mera Mare is a boutique luxury hotel featuring 80 well-appointed spacious rooms including three luxurious suites. Awarded by TripAdvisor as 2017's and 2018's Travellers' Choice, Hotel Mera Mare is also certified as a top Green Hotel in the region.

As a boutique hotel that emphasises on the right blend of warm and efficient guest services, Hotel Mera Mare strives to optimise their operations and maximise guest satisfaction by adopting cost-effective energy-saving solution and employing data-driven maintenance strategies.

## The Challenge

One of Hotel Mera Mare's challenges when implementing new energy-saving projects was finding a solution that could significantly reduce their high energy expenditure while also advancing their humidity control strategies. Due to the humid climate of their location, Hotel Mera Mare experienced high level of humidity and mould risk issues in their guest rooms which could potentially damage their energy system performance and hinder guest satisfaction.

Additionally, operating with a chiller HVAC system also caused Hotel Mera Mare to face difficulties in setting up a humidity management system that could effectively monitor and control the air quality of individual guestrooms. In essence, on top of energy efficiency maximisation, Mera Mare required a solution that can simultaneously improve their room environment and HVAC maintenance strategies to enhance their hotel guests' stay experiences.

## Our Solution

Hotel Mera Mare chose to install the complete set of SensorFlow's wireless sensors across all 80 rooms in their property to save energy costs and optimise their operational processes, thus addressing their high energy expenditure and humidity-risk challenges.

SensorFlow's occupancy-based HVAC automation system offered Mera Mare a smart energy-saving solution that enabled them to move away from a less effective keycard-based energy management system

## HOTEL MERA MARE

ENERGY SAVINGS DURING COVID-19

# 13%

IN THE PIPELINE

### PREDICTIVE MAINTENANCE

PROJECT TIMELINE:

### SINCE SEPTEMBER 2019

PROPERTY TYPE:

### BEACH HOTEL & RESORT

TYPE OF HVAC:

### CHILLER WATER SYSTEM



as well as to provide more personalised guests services. The smart solution automated guestrooms A/Cs to turn off or switch to a more efficient mode if guests exited the room. Leveraging on various room environmental data collected and processed by SensorFlow's IoT technology, SensorFlow also offered customised saving maximisation plans for Mera Mare by optimising their setpoint limitations and automation hours to save more energy while maintaining maximum guest comfort.

Besides providing guest occupancy trends and analysis, SensorFlow's solution also analysed data on Hotel Mera Mare's HVAC system and room conditions to advance them towards predictive maintenance. With detailed A/C performance maintenance reports and mould risk assessments, SensorFlow helped the hotel to pre-emptively identify rooms at risk of high humidity or system performance issues.

*"SensorFlow has been a great support in helping us to optimise energy management and our room maintenance to save costs, especially during our hotel's closure during COVID-19. Since day one of completing their installation, SensorFlow's automation system has worked smoothly and has been generating the savings that we expected."*

*Furthermore, their dedicated Customer Success Team and insightful maintenance reports have significantly maximised the efficiency of our engineer deployment."*

*- Est Sukhumnanda, Hotel Manager of Mera Mare Pattaya*

## The Results

After installing SensorFlow's solution in September 2019, Hotel Mera Mare automated 14,600 hours in one month and saved approximately 13% of their total monthly energy consumption despite the low occupancy period due to COVID-19. Based on this performance, Mera Mare has a potential annual saving of more than US\$10,000 within a year, as the industry anticipates travel and economic recoveries.

Beyond energy savings, Hotel Mera Mare successfully optimised their room and A/C maintenance strategies with SensorFlow's humidity and system performance insights and recommendations. In the monthly reports, SensorFlow's Customer Success Manager highlighted specific rooms with underperforming A/C tendencies and helped troubleshoot issues by pinpointing the potential causes and recommending a series of maintenance plans. As a result, Mera Mare's engineering team could quickly and efficiently resolve HVAC issues and maintain excellent guest

satisfaction, generating more positive hotel reviews.

Hotel Mera Mare could also easily address their humidity issues with SensorFlow's customisable smart automation settings by switching from Supersave to Smartsave mode. With the Smartsave automation mode, instead of switching the A/C off, Mera Mare could automate the A/Cs in unoccupied rooms to continue cooling to a selected setpoint that ensures better ventilation to prevent humidity building up.

Hotel Mera Mare especially reaped the benefits of SensorFlow's remote room monitoring and management solution during the hotel's closure due to COVID-19. From the humidity reports in May and June 2020, SensorFlow helped Mera Mare to remotely identify room units with high humidity risks and enabled the team to schedule timely maintenance for those specific rooms. These data-driven and remote maintenance strategies ensured optimum guestroom condition throughout the COVID-19 closure and greatly helps the hotel to prepare for reopening.

Ultimately, SensorFlow's smart solution has played a crucial role in Hotel Mera Mare's endeavour to maintain high operational standards while providing an excellent guest experience and will further partner with the hotel's managing brand - Zign Hotels Group for future hotel technology partnerships.