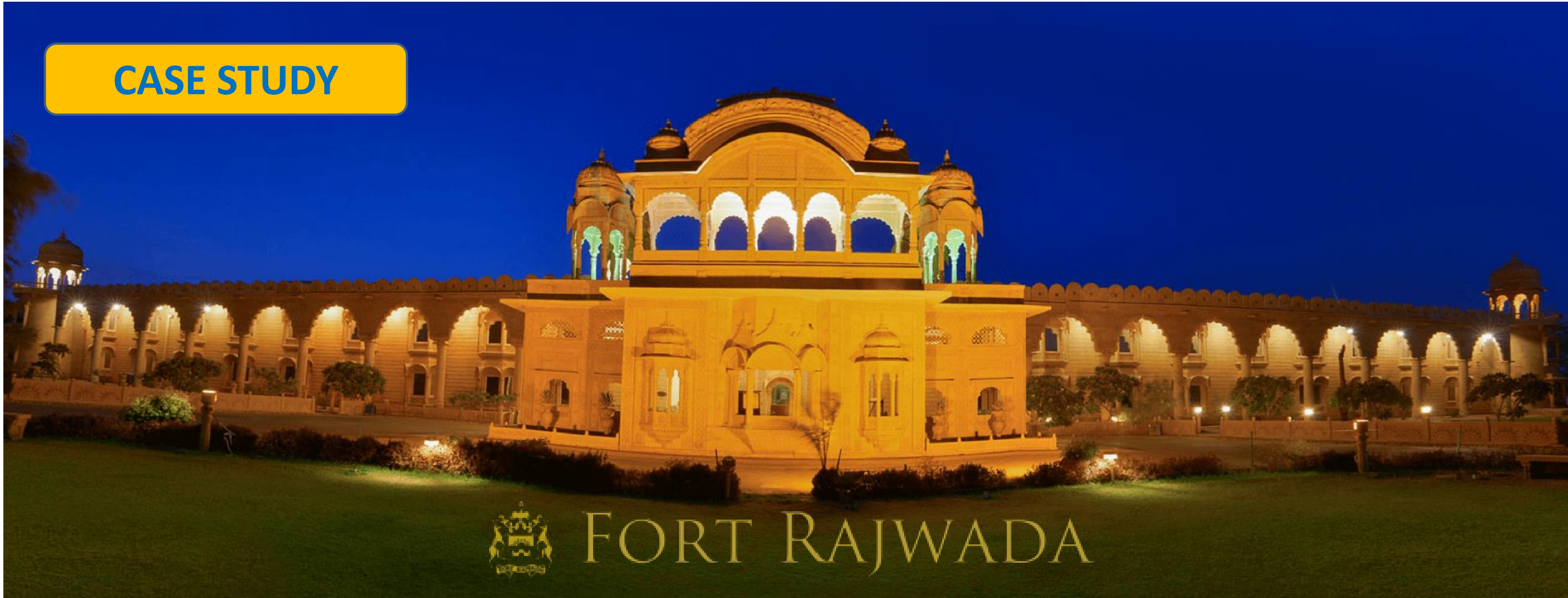


CASE STUDY



GUEST ROOM AUTOMATION

HOTEL OVERVIEW

Fort Rajwada at Jaisalmer is a luxury hotel with suites, mini-suites and rooms. The hotel an unparalleled opportunity to experience Jaisalmer and the Thar Desert in an environment with original balconies with intricate carvings and jalis as old as 450 years. BuildTrack products mingle traditional Rajputana royalty with state-of-the-art guest room technology and hotel services. It enables guests to experience the best of both worlds.



REQUIREMENT FOR GUEST ROOMS

- Smart Touch Switches with Fort Rajwada logo branding for inside room as well as for outside room (room number and bell panel)
- GUEST ROOM AUTOMATION accessible via username/password provided at Check-in, using
 - 'Smart'link accessible on Guests phone/tablet via QR code
- GUEST ROOM AUTOMATION with following features on Smart Phone and Voice (Amazon Alexa):
 - Scene profiles with single touch convenience of multiple settings for the room.
 - ON/OFF for lighting in the room(s)
 - ON/OFF and speed control for fan(s) present in the rooms
 - Blinds to be controlled
- Guest Amenities accessible via same Smart Link as Automation
 - In-Room dining – menu and ordering
 - Service Request- Room maintenance and requests (Room clean, Laundry)
 - Do Not Disturb button (indicator outside room)

BUILDTRACK SYSTEM FOR GUEST ROOM AUTOMATION

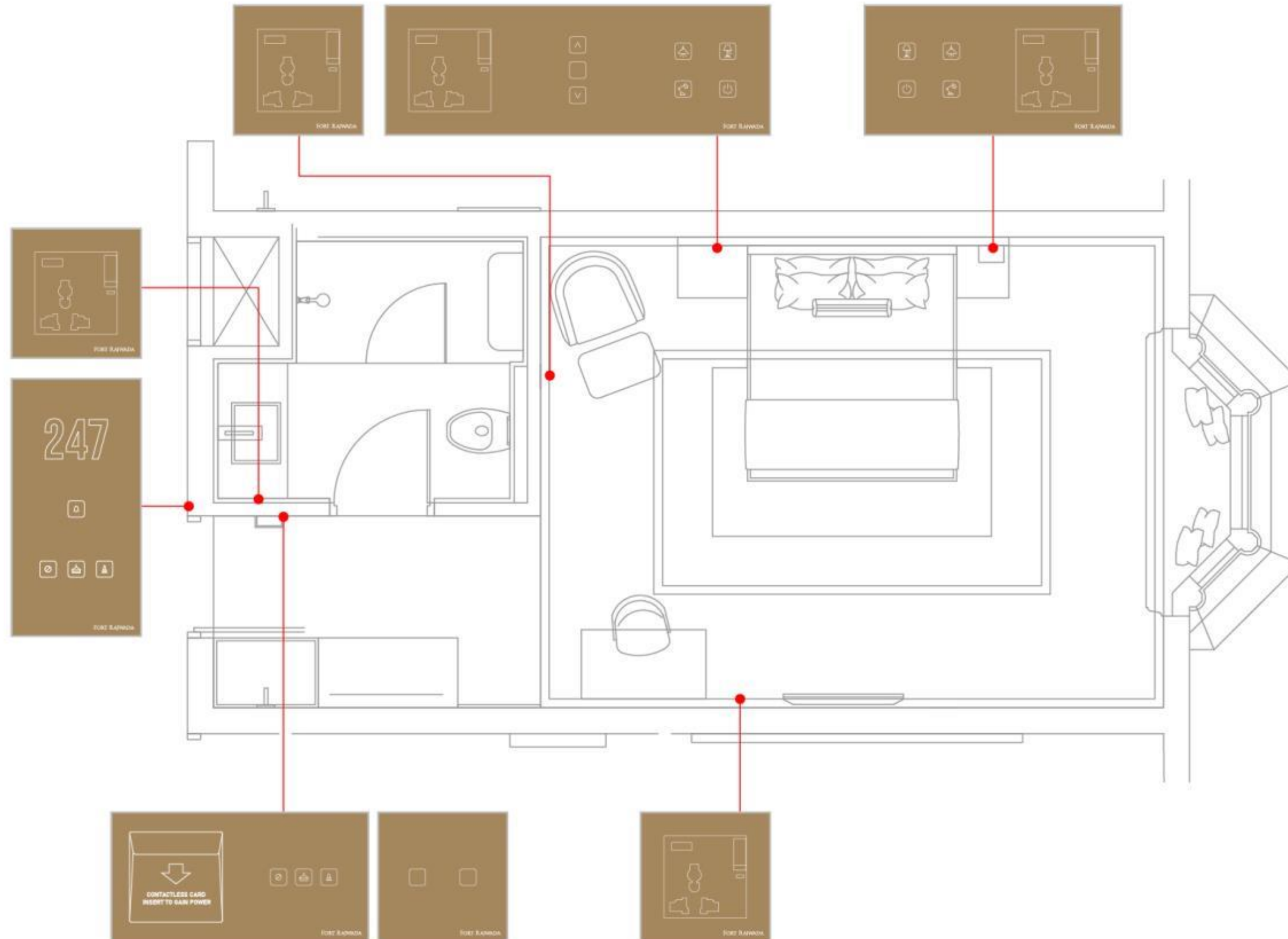
BuildTrack wired GuestRoom system was deployed with the following elements for each room

- BuildTrack Smart Touch Switches for DND, Bedside, Study and Lamps
- BuildTrack Wired DDC
- Twisted pair wiring between DDC to switches

Capabilities of the System:

- Touch Switch control for
 - ON/OFF/Scene controls such as welcome, master on/off, ambient, night
 - Fan Speed Control
 - ON/OFF for Table lamp Sockets
 - Room number, DND , Housekeep and Laundry Indicator
- Smart App control and status indication of lighting and Service Requests
- Profile/Moods options
- Blind Control via Remote
- Air conditioner Control via Key Card

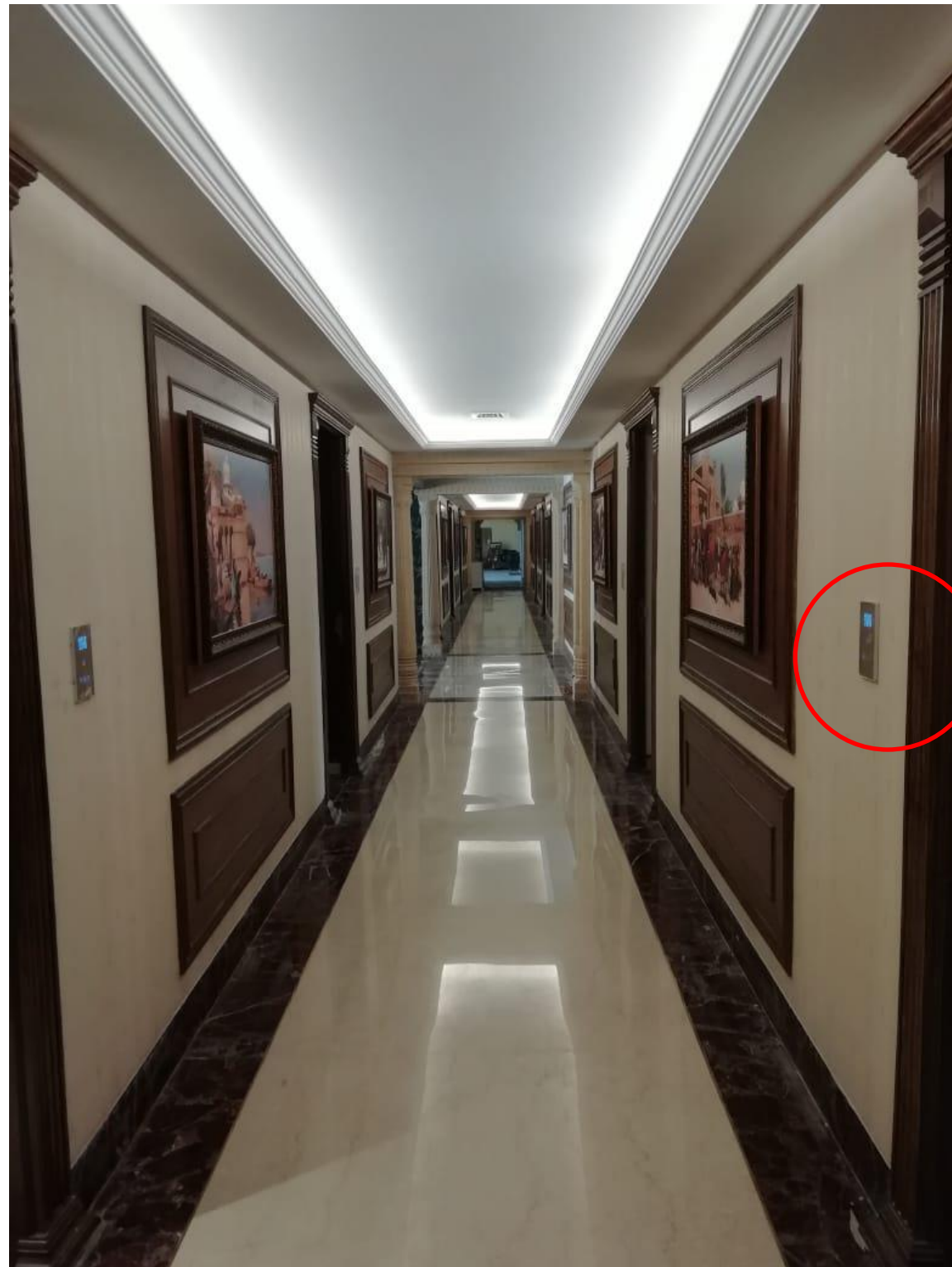
GUEST ROOM – SWITCHES DEPLOYED



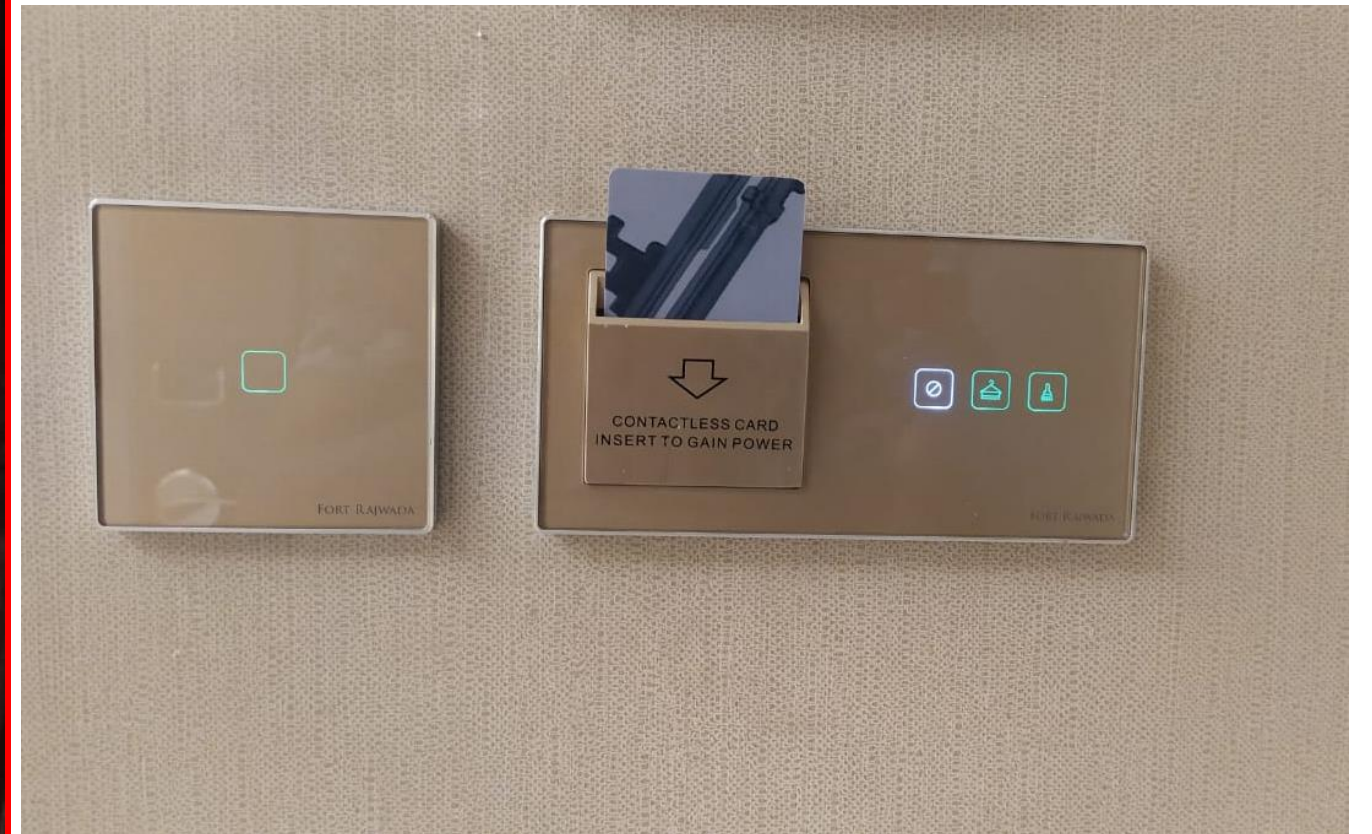
GUEST ROOM SWITCHES



GUEST ROOM SWITCHES




Inside Guest Room Entryway





KEY FEATURES OF BUILDTRACK SWITCHES & AUTOMATION

- Hotel Branding on Switches
- Customized layout with 1, 2, 3 and vertical module options, and with customized icons
- Matching Socket and wall colours from interior perspective
- Tempered glass that is scratch and dust proof and easy to clean
- Unique 360deg OR LIST view via Smart Phone Link (no App needed – mobile browser)
- Scene Profiles (customizable) on the Smart Phone and Voice Access
- QR Code based Smart Phone Link access at Check-in (With password protection)
- Guest Services that go beyond Automation (Dining, Maintenance Services, DND, Housekeeping, Laundry), Events and Nearby attractions to the hotel
- Front Desk gets Occupancy Status based on Room Key Card Insert by Guests
- DND status shown on Room Number display outside
- Housekeeping and Laundry request are notified to staff and front desk

SMART "LINK" INTERFACE FOR GUESTS




Email / Username 

Password 


Remember Me


[VISIT WEBSITE](#) [LOGIN](#)


[Forgot Password ?](#)





WELCOME


 CONTROL

 IN-ROOM DINING


 SERVICE REQUEST

 EVENTS

 PLACES TO VISIT

 LOGOUT

WELCOME TO
FORT RAJWADA HOTEL










Welcome

Seemed like a tired hotel. In the nights they seemed to be saving electricity, very few lights on the property were switched on. Food menu very limited. Only veg options. Breakfast was pedestrian. Didn't serve cold drinks or alcohol. Non veg not available either. It seemed like covid excuses were galore. Rooms are nice and clean and bathroom was clean too. Over all average. Seemed like a tired hotel. In the nights they seemed to be saving




[GALLERY](#)

CONTROL

-  WELCOME
-  **CONTROL**
-  IN-ROOM DINING
-  SERVICE REQUEST
-  EVENTS
-  PLACES TO VISIT
-  LOGOUT




101-DUPLEX 360°

PROFILES

-  ALL OFF
-  ALL ON
-  NIGHT NODE

WELCOME

CONTROLS

-  WASHROOM LIGHT
-  PASSAGE LIGHT
-  LEFT LAMP

IN-ROOM DINING WITH MENU & ORDERING OPTION

- WELCOME
- CONTROL
- IN-ROOM DINING**
- SERVICE REQUEST
- EVENTS
- PLACES TO VISIT
- LOGOUT








MENU CARD

CUISINE

CURRENT ORDERS PAST ORDERS

| BEVERAGES | SWEET TEMPTATION | BREAD 'N' BUN |
|--|---|---|
| <p>Tea/ Coffee ₹ 145 </p> <p>ADD+</p> | <p>Choice Of Cream ₹ 275 </p> <p>Vanilla, Chocolate, Strawberry, Butterscotch, Mango and Pineapple</p> <p>- 1 +</p> | <p>Pizza Margherita ₹ 445 </p> <p>Fresh tomatoes, basil and mozzarella</p> <p>ADD+</p> |
| <p>Choice of Milkshakes ₹ 215 </p> <p>Strawberry/ Vanilla/ Chocolate/ Coffee/ Banana/ Mango</p> <p>ADD+</p> | <p>Guey Warm Brownie ₹ 315 </p> <p>Mouthwatering delicious sizzling brownies are made by chocolate sauce and ice cream on top.</p> <p>- 2 +</p> | <p>Fort's Favorite Burger ₹ 495 </p> <p>Chicken party with baby romaine, tomato chutney.</p> <p>ADD+</p> |
| <p>Chaach ₹ 195 </p> <p>Chaach or Butter milk is curd based drink popular across Indian subcontinent.</p> <p>ADD+</p> | <p>Gulukandi Jamun ₹ 295 </p> <p>Condensed milk and refine flour dumplings stuffed with gulukand dipped in flavored sugar syrup</p> <p>- 1 +</p> | <p>Veggie Burger ₹ 445 </p> <p>Vegetable patty, baby romaine, tomato and toasted sesame bun</p> <p>ADD+</p> |
| <p>Lassi ₹ 215 </p> <p>Plain/ Salted/ Sweet/ Masala</p> <p>ADD+</p> | <p>Moong Dal Halwa ₹ 315 </p> <p>Mashed yellow lentil cooked in ghee and sugar and dry nuts</p> <p>ADD+</p> | <p>Club Sandwich - Non Veg ₹ 445 </p> <p>Club Sandwich of bread with sliced cooked poultry, ham or fried bacon, lettuce, tomato and mayonnaise served with mint and</p> <p>ADD+</p> |
| SOUP & SALAD | MAIN COURSE | <p>Club Sandwich - Veg ₹ 445 </p> <p>Sandwich of bread sliced cooked vegetables, lettuce, tomato and mayonnaise served with mint and tomato sauce</p> <p>ADD+</p> |
| <p>Salade La Panache ₹ 215 </p> <p>Refreshing assortment of lemon juice, mayonnaise, crushed, peppers & vegetables, stir in mustard.</p> <p>ADD+</p> | <p>Egg/ Chicken Hakka Noodles ₹ 475 </p> <p>Flat noodles made from unleavened dough made with rice or wheat stired in wok or pan tossed with vegetables, egg or chicken</p> <p>ADD+</p> | <p>Rajwada Cheese Toast ₹ 395 </p> <p>Garlic bread topped with cheese and chilli and gratinated.</p> <p>ADD+</p> |
| <p>Aloo Chaat Anarkali ₹ 215 </p> <p>ADD+</p> | <p>Veg Hakka Noodles ₹ 415 </p> <p>ADD+</p> | <p>4 ITEMS ₹ 1200 </p> |


SERVICE REQUEST FOR ROOM MAINTENANCE NEEDS

-  WELCOME
-  CONTROL
-  IN-ROOM DINING
-  **SERVICE REQUEST**
-  EVENTS
-  PLACES TO VISIT
-  LOGOUT

SERVICE LINES


SERVICE ... ▾

CURRENT REQUESTS PAST REQUESTS




Leak and drips ADD +

A little water dripping out is normal. ... Another cause for leaking could be the placement of the pressure regulator within the head




Lighting lamp ADD +

There are three basic types of lighting that work together to light your home: General, Task and Accent. A good lighting plan




Wi-Fi ADD +

Cause: The most obvious problem with Wi-Fi speeds slowing down is being too far from the router. ... If that doesn't work,




TV ADD +

Industry pundits have indicated that TVs are replaced on average every 7-8 years. We now see this number coming down as HDTV



Vending Machine ADD +

If kept up, poor dietary choices such as these may put children at risk for obesity and chronic health problems such as diabetes and

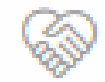


Air Conditioner ADD +

The refrigerant is the stuff that your air conditioner uses to remove the heat and humidity from the air in your home or

EVENTS WITHIN THE HOTEL

Provides you a list of upcoming events in the Hotel .



WELCOME



CONTROL



IN-ROOM DINING



SERVICE REQUEST



EVENTS



PLACES TO VISIT



LOGOUT

UPCOMING EVENTS

ALL UPCOMING EVENTS



Dance

Venue - Lounge
On - 24 Feb 2021
7:00 PM - 9:00 PM

Dance, Dance, Dance, Dance










Music Program

Venue - Banquet Hall
On - 23 Feb 2021
3:30 PM - 4:30 PM

Music Program

PLACES TO VISIT NEARBY

Allows you to explore a list of places to visit nearby that are tourist attractions

-  WELCOME
-  CONTROL
-  IN-ROOM DINING
-  SERVICE REQUEST
-  EVENTS
-  **PLACES TO VISIT**
-  LOGOUT

PLACES TO VISIT



Jaisalmer City Tours

GALLERY



Desert Safari

HOTEL FRONT DESK CAPABILITIES

- Register a Guest to give them Guest Room Automation Access
- Monitor Room Occupancy (based on key card insert by guest in their rooms)
- Manage In Room Dining Menu and manage Orders placed by Guests
- Manage Maintenance Service Requests
- Post Hotel Events
- Post Nearby Attractions

DASHBOARD FOR FRONT DESK

GUEST REGISTRATION

- 00: READY FOR CHECKOUT
- 26: AVAILABLE ROOM
- 03: ALLOTTED ROOM
- 02: ROOM OCCUPANCY

ROOM SERVICE

- 02: DO NOT DISTURB
- 06: LAUNDRY
- 03: CLEAN MY ROOM

IN-ROOM DINING

- 01: NEW ORDER
- 00: IN KITCHEN
- 00: ORDER READY
- 00: DELIVERY ASSIGNED
- 05: DELIVERED
- 00: ORDER CANCELLED

SERVICE REQUEST

IN-ROOM DINING MANAGER

In-room dining manager can see incoming orders and update their status so that Guests can see the status of their food orders

The screenshot displays the 'IN-ROOM DINING' interface. At the top, there is a search bar labeled 'ORDER'. The main content is divided into two sections. On the left, a detailed view for room 101 is shown, featuring a red 'DELIVERY TIME 6:38 PM' badge. The order is identified as 'ORDER - 252' with '3 ITEMS'. The items listed are 'Choice Of Cream' (₹ 275, INDIAN) and 'Guey Warm Brownie' (₹ 315, ORIENTAL & CONTINENTAL). A 'TOTAL' bar shows ₹ 1200.00. Below the items, there is an 'INSTRUCTIONS' field, a status 'ORDER PLACED', and a delivery time indicator '6:38 PM' with 'DELIVERY TIME WITH IN' and '30 Min'. A 'NEW ORDER' button is at the bottom. On the right, a list of orders is shown, with a 'DELIVERED 5' filter. The list includes three entries: order 106 (ORDER: 236 | ITEMS: 1, ORDERED ON: 23 Feb 2021 4:15 PM, DELIVERED ON: 04 Mar 2021 4:16 PM, STATUS: DELIVERED), order 104 (ORDER: 235 | ITEMS: 1, ORDERED ON: 23 Feb 2021 2:02 PM, DELIVERED ON: 23 Feb 2021 2:09 PM, STATUS: DELIVERED), and order 101 (ORDER: 234 | ITEMS: 1).

SERVICE REQUEST MANAGER

Monitor requests for maintenance, housekeeping or laundry

Q SERVICE REQUEST

COMPLETED **11**

106
REQUEST: 140
DETAILS

POSTED ON:
23 Feb 2021 4:46 PM

SERVICE DETAILS:
TV Electrical
STATUS: COM

106
REQUEST: 139
DETAILS

POSTED ON:
23 Feb 2021 4:44 PM

SERVICE DETAILS:
Leak and drips Plumbing
STATUS: COM

106
REQUEST: 138
DETAILS

ACTIVITY LOG HISTORY

| EVENT ID | EVENT NAME | STATUS | PROPERTY NAME | DATE & TIME |
|----------|------------|--------|---------------|-------------------------|
| 74310 | CARD | IN | 115 [area] | 11 Mar 2021 06:44:15 PM |
| 70850 | LAUNDRY | ON | 101 [area] | 06 Mar 2021 12:27:27 PM |
| 70840 | DND | ON | 101 [area] | 06 Mar 2021 12:24:15 PM |
| 69836 | LAUNDRY | ON | 128 [area] | 04 Mar 2021 02:56:07 PM |
| 68315 | LAUNDRY | ON | 104 [area] | 02 Mar 2021 11:57:46 AM |
| 67236 | LAUNDRY | ON | 117 [area] | 28 Feb 2021 10:49:25 PM |
| 67237 | CLEAN ROOM | ON | 117 [area] | 28 Feb 2021 10:49:25 PM |
| 66778 | LAUNDRY | ON | 109 [area] | 28 Feb 2021 06:12:43 AM |
| 66605 | CLEAN ROOM | ON | 102 [area] | 27 Feb 2021 08:58:55 PM |

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SURMOUNT ENERGY SOLUTIONS PVT. LTD.

B-003-004, Platform Level, 1st Floor,
Tower #10 ITC, Belapur Station Complex
CBD Belapur Navi Mumbai – 400614

We can be contacted at:

E-mail : sales@buildtrack.in
Phone : 022-61340340 / 350
Toll Free : 1800 2121 277

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2 Time Winner
CII National Award
2015 & 2018



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T H A N K Y O U



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