The world’s leading brands are ready to check in.
Intelligent Hospitality Solutions

At United Technologies, we design, develop and manufacture intelligent products. Each of our brands brings to market innovations that enhance efficiency, comfort, mobility, safety, access and environments in nearly all types of hotel settings, all over the world.

We also believe that intelligence goes beyond the smartest possible products. It’s knowing when and how to bring them all together to ensure the most enjoyable experience for your guests while facilitating efficient, more sustainable operations for you.

We are a collection of world-leading brands in industries ranging from HVAC to automation to elevators and escalators. And now more than ever, we are thinking, innovating, growing and building as one company.

Together, we’re making the world a better place to live and stay—one intelligent hotel at a time.

3. 50% cooling energy savings versus a baseline building per ASHRAE 90.1-2007 Appendix G. (Carrier HAP version 4.5, 20-story high-rise office building, Charlotte, NC)
4. 46% is achieved compared to a conventional up/down system.

LEED® is a trademark of the U.S. Green Building Council.
Enhancing Value Throughout the Building Lifecycle

Design, Plan & Specs

Project Management

Service Aftermarket

Modernization Retrofit

Environmental Stewardship
- Energy-efficient products
- Energy services
- Green building consulting

For United Technologies, the concept of improve represents our belief in continuous improvement for products, services and operations. Our company’s culture of improvement will not rest when it comes to the natural environment.

People Movement
- Elevators
- Escalators
- Destination management

Comfort
- Heating
- Cooling
- Ventilation

Security
- Access control
- Video surveillance
- Security management

Fire Safety
- Detectors & alarms
- Control panels
- Fire suppression

Refrigeration
- Container
- Truck/trailer

Controls
- Building automation & controls
- Monitoring

UTC Buildings Portfolio

More than 120,000 employees
~2,500 branch locations
Direct presence in more than 60 countries
$28.7 billion in adjusted net sales

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Intelligent Check-In and Access

Onity’s OnPoint™ Enterprise software is a web-based software solution that revolutionizes the front desk experience. It improves the guest experience, providing a variety of front desk and roving check-in options while freeing employees from the front desk to manage guest check-in and room operations efficiently with a tablet or mobile device.

Guests are also managing more and more with their smartphones. Now, through the Onity DirectKey™ system and Trillium™ locks, guests can use a hotel loyalty app to check in and download their room key prior to arrival, bypassing the front desk. The system also provides easy access to other access-controlled areas, such as parking garages, elevators and fitness centers.

Intelligent Destination Dispatch

Whether your guests have just checked in or are returning to their rooms, the last thing they want to do is wait. Traditional elevator systems call a lift regardless of the destination, resulting in inefficient travel and delays. The solution? Intelligent integration of Otis elevators, Interlogix cameras and a Lenel OnGuard® building access system.

This elevator dispatch system uses Interlogix camera technology to sense gathering crowds in hallways and lobbies and sends additional elevators to enhance the guest experience by reducing wait times. While facilitating elevator traffic management, the integration also enables validation of credentials for secure floor access.

The integrated solution brings a whole new level of intelligence and seamless service to today’s hotels—keeping guests safer and happier.

Intelligence for All

Intelligent solutions for your guests.
Optimized Energy Usage

While guest comfort is paramount, unmanaged temperatures—especially when guests are not in their room—can be costly. From the financial and sustainability perspectives, it simply doesn’t make sense to heat or cool a room that isn’t occupied. By integrating Carrier HVAC systems directly with occupancy-detecting Onity thermostats in guest rooms, the Onity system can provide automatic adjustment of temperature and ventilation when rooms are no longer occupied.

Budgets can also be impacted by unmanaged temperatures in common areas such as meeting rooms, lobbies and dining areas. With a new integration module from Automated Logic Corporation, hotels with Onity room thermostats can use the WebCTRL® building automation system as a total building management solution—providing managers with the tools needed to keep occupants comfortable, manage energy costs, identify key operational problems and analyze the results—throughout the entire hotel.

These United Technologies solutions are a smart way to ensure that optimal in-room comfort for your guests doesn’t come at the expense of an inflated energy bill for your hotel.

Intelligent solutions for you.

Centralized Monitoring

Behind the scenes, your hotel has a lot of moving parts. Separate security, intrusion, video, fire and building management system workstations result in significant overhead to monitor, manage and respond to incidents. With this in mind, United Technologies can provide a single monitoring system that imports and intuitively displays critical alarms.

The solution includes the Edwards EST3 fire panel platform, Lenel OnGuard building access system and Interlogix TruVision® video systems, integrated for complete safety, security and access control management all in one place. Plus, Otis elevator solutions enable you to send elevators directly to a specific floor in the event of a fire or security issue to assist with safe, efficient evacuation. Integration of Automated Logic’s WebCTRL building automation system allows these critical systems to be monitored proactively from anywhere, anytime, with a seamless interface to your entire hotel.

This level of intelligent centralized monitoring truly makes the complex simple, helping you streamline operations and reduce overhead costs while keeping guests as safe as possible.
Intelligence in Action

We’re currently putting intelligent products and solutions to work around the world to make hotels more secure, convenient, efficient, comfortable and sustainable places to stay.

Westin Hotel
Guangzhou

A luxury 400-room hotel and office center located in the heart of the Tianhe business district of China, the Westin has implemented a number of United Technologies intelligent solutions to enhance efficiency and guest satisfaction:

• Carrier heat pumps, chillers and air handling units, paired with an Automated Logic WebCTRL® building automation system, have helped improve HVAC efficiency within the building’s existing installation to reduce energy costs related to annual chiller operation and domestic hot water production.

• The intelligent integration of Otis elevators and Interlogix cameras has enabled smart video elevator dispatching. The technology has greatly improved the flow of traffic throughout the building and reduced wait times for guests and workers.

Hilton Hotels
North America

As one of the largest and fastest-growing hotel companies in the world, it only makes sense that Hilton Hotels turns to one of the largest and most forward-thinking companies for intelligent building solutions. Many United Technologies brands have long-standing and trusted relationships with Hilton in North America, and today, these brands are working together intelligently in Hilton properties throughout the region:

• Carrier equipment, including applied chilled water systems, brings comfort to hotel guests efficiently, while Carrier service agreements ensure minimal downtime.

• Through a national agreement with the hotel chain, Otis elevators and CompassPlus destination management systems efficiently move guests throughout Hilton properties.

• Edwards intelligent fire safety and security solutions are enhancing life safety systems while streamlining operations for hotel owners.

• Automated Logic WebCTRL building automation systems bring it all together—placing intelligent control of nearly all building functions at Hilton owner/operators’ fingertips.
Galaxy Macau
Macau

The world’s largest JW Marriott Hotel, the Galaxy Macau boasts more than 45 restaurants, 200 luxury retail outlets and more than 3,600 guest suites, rooms and villas. To intelligently operate such a massive, complex facility, the Galaxy Macau turned to the largest brands in building technologies for HVAC and security solutions:

- An AquaForce® 30HX water-to-water heat pump cycle extracts waste heat from the chilled water system and supplies hot water up to 63°C for the sanitary hot water systems of the casino, hotel towers, guest rooms and common areas. Versatile, concealed ducted fan coil units with different motor options also match the varying needs of different resort areas, from guest rooms to shops. Together, the Carrier solutions facilitate guest comfort, efficiently process cooling and maximize energy savings.

- The Galaxy Macau features an intelligent security system composed of several United Technologies products. This includes a comprehensive security system from Chubb, a Lenel security access control system platform that integrates both security software and hardware, and Interlogix field devices including magnetic door contacts and alarm devices. Together, the solutions provide hotel operators and security professionals with a highly flexible security system that is easy to use, ensuring the best in guest safety and facility security.

Grand Hotel Amstel
Amsterdam

A 5-star luxury resort favored by distinguished VIP guests from around the world, the Grand Hotel Amstel presented a set of unique challenges associated with the replacement of an existing HVAC system within a historic building. No stranger to such retrofits, United Technologies delivered a high-efficiency Carrier solution that maintained a quiet and peaceful indoor atmosphere all while meeting the property’s unique structural constraints. Carrier installed two AquaForce® 30HX water-cooled chillers using the latest developments in compression and heat exchangers. The system reuses waste heat to heat the hotel’s sanitary hot water, helping to boost energy efficiency and reduce energy costs.
United Technologies is the world’s largest provider of building technologies. Our elevator, escalator, fire safety, security, building automation, heating, ventilation, air-conditioning and refrigeration systems and services promote integrated, high-performance buildings that are safer, smarter and more sustainable. From design, planning and project management through ongoing service, aftermarket support and retrofits, United Technologies is here to provide complete solutions for the entire building system lifecycle.

Through intelligent integration, United Technologies solutions make the world a better place to live. Our products help building tenants and visitors travel efficiently to their destinations, enjoying shorter elevator wait times. We help building managers reduce energy consumption and facility operating costs while providing improved air quality and a safer environment. Great things are possible when products work together seamlessly—and it all starts with one intelligent choice.