

interact Hospitality



Case study

A personal guest experience

Interact Hospitality at Hotel Pillows Anna van den Vondel, Amsterdam

In partnership with:

TOVÈRLI
Lighting & Control Solutions



Pillows Anna van den Vondel is a luxury boutique hotel in a distinctive 19th century property. The 4-star retreat is situated on a tranquil, elegant street just off Amsterdam's Vondelpark.

Customer challenge

The Pillows team wanted hotel guests to have a personal experience during their stay quite unlike the standardized experience of a traditional hotel. They wanted to provide seamless hotel services that focused on guests' specific needs throughout their stay, so they reached out to Tovèrli Lighting & Control Solutions.

The hotel wanted to be able to allow guests to control the room's lights and climate and request services through a single, user-friendly panel and also improve staff efficiency. For management, visibility across the property from a central dashboard was essential.



I feel that the system is definitely helping us to improve our effectiveness, efficiency and interaction with guests.”

Anna Rollema
Manager, Pillows Anna van den Vondel Amsterdam

Solution

Signify Certified System Integrator, Tovèrli Lighting & Control Solutions played a pivotal role in the project, installing a simple yet powerful control system in each of the hotel's 30 rooms. This involved integrating different hotel systems, enabling guests to control the lighting and other services from a single, intuitive panel.

“The brief was one control panel per room – we needed to combine all the building’s systems,” explains Rob Oey, owner of Tovèrli Lighting & Control Solutions. “We were able to employ a new integration technique that saved the hotel a lot of money... All we had to do was ensure the components could talk to each other.”



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Making it happen

Interact Hospitality was identified as the ideal solution as it seamlessly integrates with other systems, such as the Philips Dynalite system in Pillows Anna van den Vondel. Interact Hospitality software and system architecture delivers real-time operational transparency across the property, enabling the hotel to deliver a superior guest experience while improving staff efficiency and saving energy.

The Interact Hospitality dashboard displays all relevant information in real time. Staff no longer need to walk around the hotel with checklists. They can see, for example, which rooms are unoccupied, which rooms have requested cleaning. The ability to make requests directly benefits guests, too. No need to call reception – they just use the hotel room touchpanel to let the staff know exactly what they need.

Every space is designed with natural colors, soft fabrics and solid materials to create a residential feel and a touch of minimalism – the panel complements this aesthetic. Integrated temperature sensors minimize the amount of electronic equipment on the wall. Guests can easily switch the lights on and off or dim to the desired level. It's also a future-ready system, and the hotel can customize the button text on the panel at any time.

Interact Hospitality benefits



Improved staff efficiency

The Interact Hospitality dashboard allows staff to see real-time guest requests, ensuring quick response and turnaround times, helping to improve productivity and service levels. The system also reduces unnecessary work for staff while minimizing guest disruption.



Positive guest feedback

The control panel has proven popular with hotel guests, who appreciate the ability to control air conditioning, temperature and lighting from a central point. “We have received a lot of positive remarks from our guests about the system – it’s not complicated to use,” says the hotel’s manager Anna Rollema.



Energy optimization

In some climates HVAC can account for over half of a hotel’s energy consumption. Linking it to check in/out information via the Property Management System and data from smart occupancy sensors will help optimize energy usage in the guest rooms by turning down systems when rooms are unoccupied. This enables you to keep rooms just as guests want them while reducing energy usage when they are out of the room.



Interact dashboard and API

Optimize staff efficiencies and empower your management team to work more effectively with complete visibility of hotel operations via the Interact Hospitality dashboard. Receive a comprehensive, real-time view of the status of all guest rooms on laundry requests, temperature, requests in the business center, and much more.



Photo credits: Pillows Anna Van Den Vondel

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