CASE STUDY

LE MÉRIDIEN LAV, SPLIT

GRMS IMPLEMENTATION · 5-STAR LUXURY HOTEL · 381 ROOMS

Le Méridien Lav is one of Croatia's premier luxury hotels, overlooking the Adriatic Sea just outside Split. Managing guest comfort across 381 rooms demanded a modern, reliable system - one that the hotel's legacy infrastructure could no longer provide.

CHALLENGE

The hotel was running an outdated building management system for which spare parts were no longer available - the vendor had reached end of life. Beyond the maintenance risk, the system created a poor guest experience: whenever a guest opened a balcony door or window, the HVAC setpoint would reset to a factory default. Guests returning to a room would find their temperature settings gone, requiring them to manually readjust - a recurring source of complaints.

The key operational pain points were:

– No true automation - all HVAC adjustments relied on manual staff intervention
– HVAC setpoint reset on window/balcony contact - comfort disrupted every time a guest opened a door
– End-of-life hardware with no available spare parts, creating a growing maintenance liability
– Rising energy costs with no intelligent load control tied to actual room occupancy

The hotel needed a replacement that could deliver real guest comfort automation without requiring a full rewiring of 381 rooms - and without closing the hotel during installation.

SOLUTION

We deployed a Guest Room Management System (GRMS) engineered to reuse the hotel's existing wiring and infrastructure wherever possible. Each room received a GRMS controller connecting via the hotel's existing Wi-Fi network, with wall thermostats, entry door contacts, and balcony window contacts all integrated using existing cabling. Room locks communicate via ZigBee, and the system connects directly to the hotel's PMS and Vingcard lock platform.

How does it look in practice:

When a guest checks in at reception, the room automatically pre-conditions before arrival. The guest has full HVAC control within hotel-defined temperature limits throughout their stay, with their preferences preserved even after opening a window. At check-out, the room shifts to energy-saving mode instantly - no staff action required. The full 381-room installation was completed in 6 weeks while the hotel remained fully operational.

The integration with our existing infrastructure made the transition seamless, and the difference in day-to-day operations was noticeable almost immediately.

- Domagoj Odak, techincal director

RESULTS

6 weeks
installation time
hotel fully operational throughout

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new wires required
built on existing infrastructure

end-to-end
room automation
from check-in to check-out

The hotel achieved four structural improvements:

– Energy savings without comfort trade-offs - the system saves only when rooms are genuinely unoccupied.
– A modern, maintainable platform built on standard Wi-Fi and ZigBee - no proprietary dead-end hardware.
– End-to-end guest journey automation, from pre-arrival conditioning to instant post-checkout energy saving.
– Reduced operational burden on staff routine adjustments that previously required manual intervention now happen automatically.