

Ensuring Uninterrupted Hospitality at Holiday Inn Express Foshan New City

Holiday Inn Express Foshan New City identified its data center as critical to seamless guest experiences and daily operations. To eliminate risks from environmental or power failures, the hotel implemented a comprehensive, intelligent monitoring system. This proactive solution now safeguards against downtime, enhances security, and provides the management team with unparalleled control and peace of mind, ensuring the hotel's digital heartbeat remains strong 24/7.

The Challenge: Guarding the Silent Engine of Guest Experience

For a modern hotel, the data center is the silent engine powering everything from booking systems and door locks to Wi-Fi and point-of-sale terminals. At Foshan New Town Holiday Inn Express, management recognized that reactive, manual checks of this vital hub were insufficient. The core challenges were:

- **Business Continuity Risk:** Any unplanned downtime in the server room could disrupt front-desk operations, payment systems, and in-room amenities, directly impacting guest satisfaction and revenue.
- **Hidden Environmental Threats:** Fluctuations in temperature, humidity, or undetected water leaks posed a silent threat to sensitive server and network hardware, risking costly equipment damage and failure.
- **Limited Proactive Awareness:** Without real-time insights into utility power quality and Uninterruptible Power Supply (UPS) health, the team had no warning of impending power issues that could lead to sudden crashes.
- **Inefficient Manual Oversight:** Reliance on periodic physical checks was labor-intensive, prone to human error, and unable to provide immediate alerts for critical events like smoke detection or access breaches.

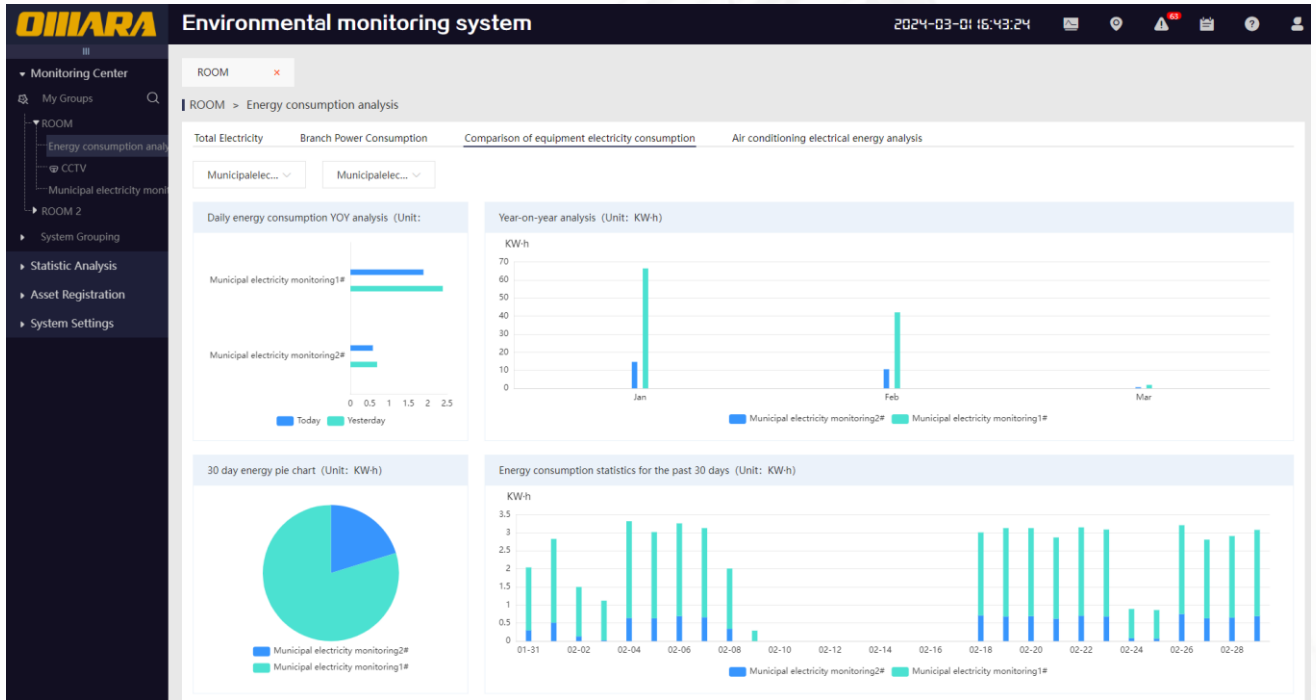


The goal was clear: transition from a reactive to a proactive, data-driven model for infrastructure management to ensure 100% operational reliability.

Omara Solution: A Centralized Nervous System for the Data Center

Omara deployed an intelligent monitoring system that acts as the central nervous system for the hotel's data center. The solution provides holistic, real-time visibility and automated control through:

- **Comprehensive Environmental Sensing:** Installation of high-precision sensors for temperature, humidity, and smoke, with a perimeter water immersion controller to instantly identify water threats.
- **Advanced Power & Equipment Monitoring:** Integration with the main power distribution cabinet and UPS to monitor a complete suite of electrical parameters (voltage, current, frequency, power factor) and the real-time status of internal components (rectifier, inverter, battery, bypass).
- **Unified Management Platform:** All data streams converge into a single, intuitive visual interface, providing a unified dashboard of the entire data center's health.
- **Multi-Channel Intelligent Alerting:** The system is configured with smart thresholds. Any deviation triggers immediate, multi-level alerts via SMS and on-site acoustic/visual alarms, ensuring no critical event goes unnoticed.



The Results: A Foundation for Flawless Operation

Since its commissioning in September 2024, the intelligent monitoring system has fundamentally transformed the hotel's operational backbone:

- **Maximized Uptime & Prevented Losses:** Proactive alerts have virtually eliminated unplanned infrastructure downtime, directly protecting revenue streams and ensuring a seamless guest experience. Potential equipment damage from environmental hazards has been prevented.
- **Enhanced Safety and Security:** Continuous monitoring of smoke, water, and power parameters has significantly strengthened the physical safety and security of the critical IT asset, mitigating major operational risks.
- **Optimized Operational Efficiency:** The IT team has transitioned from routine manual checks to managing by exception, guided by intelligent system alerts. This has reduced routine labor costs and improved overall staff productivity.
- **Informed, Data-Driven Decision Making:** Access to historical trends in power usage and environmental conditions provides management with valuable data to optimize energy consumption, plan preventive maintenance, and make strategic upgrade decisions.

In summary, we provided Holiday Inn Express Foshan New City with more than a set of sensors—we delivered operational confidence. The hotel now has a resilient, intelligent foundation that actively protects its reputation, its guests' comfort, and its bottom line.