

KONE PROVIDES CONNECTIVITY FOR SERVICE ROBOTS

Hotel EMC2 takes pride in the unique experience it offers guests. “You can never be sure of what will stop you in your tracks,” the hotel’s website says. For a hotel that employs a pair of service robots, that’s no exaggeration.

Part of Marriott’s Autograph Collection, Hotel EMC2 is a spirited addition to Chicago’s hospitality offering. Located at what it describes as “the intersection of art and science,” the 195-room boutique hotel promises guests a singular experience. Cleo and Leo, a pair of service robots on duty at the hotel, play an integral role in that.

Produced by Savioke, a California-based robotics company, the service robots are a visionary solution to an age-old problem: efficient deliveries to guest rooms. From towels to toiletries, hot coffee to scones, guest needs at Hotel EMC2 are handled smoothly and easily by service robots.

AN ELEGANTLY SIMPLE SOLUTION

Programmed with an internal map of the building and radar technology allowing them to pass through crowds of people, the service robots faced just one remaining challenge: hotel elevators. Because Hotel EMC2 is equipped with KONE elevators, Savioke reached out to KONE to explore KONE connectivity solutions with the planned installation in Chicago.

There are various ways to equip robots to use elevators. One is to retrofit the building with sophisticated equipment and hardware. The KONE solution is more elegant: Using KONE’s Flow Connectivity and cloud services, the robot communicates directly to the KONE IoT platform. Because the platform calls the elevator for the robot, there is no need for onsite equipment installations.

When the hotel’s front desk receives a guest request, a desk clerk loads the robot’s cargo area and speaks to it, giving basic delivery instructions. The robot glides away, using KONE elevators to navigate the hotel independently. Within minutes, the delivery is complete and the robot returns to the front desk.

“Basically, they have the brain of the elevator connected with the brain of the robot,” says Alexander Foster, director of rooms at EMC2 Hotel. “It’s a seamless transition.”

HAPPY GUESTS, HAPPY CLIENTS

At Hotel EMC2 (and other hotels around the world), Relay robots Leo and Cleo are important members of the customer service team. In fact, hotel guests are so charmed by the pair that they regularly pose for selfies with them.

“We find that our guests have higher expectations now more than ever, especially in this technology world where everything’s connected to social media, Foster says. “When guests come here, the robots and their relationship with the elevators blow their minds.” And at the end of the day, he adds, “our happy guests make us happy clients.”



THE CHALLENGE:

- For service robots, ability to use elevators is essential
- Robots contribute to smooth, efficient people flow at prestigious hotel

KONE SOLUTION:

- KONE connectivity solutions bring robots and elevators into the same platform
- Cloud services eliminate need for onsite equipment installations

FAST FACTS:

At Hotel EMC2, vertical transportation solutions include:

- Four KONE elevators
- KONE Destination Control
- KONE InfoScreens
- KONE RemoteCall
- KONE 24/7 Connected Services