

# case study



## Echo - The Star

Honeywell helps to deliver the highest level of service to the patrons by providing comprehensive maintenance to HVAC and BMCS and preventive maintenance to security and CCTV at The Star.

**Honeywell**

## The Customer

The Star is Sydney's premier entertainment destination. Overlooking Darling Harbour, The Star comprises Australia's second largest casino with two gaming floors; 5-star 351 room hotel with 139 serviced and privately owned apartments; Dining and bar choices; 2000 seat Lyric Theatre; Multi-patron sports theatre; Retail areas and public transport interchange. With such a broad array of offerings, The Star attracts domestic and international guests offering a unique visitor experience.

## Business Drivers

**Consistently striving to surpass guest expectations, The Star requires seamless delivery of the highest level of service to their patrons so they can escape in the experience and excitement of a world class entertainment facility. Compliance to regulatory statutes and codes as well as access to accurate and timely informations were other priorities for operation.**

## The Solution

Honeywell technologies enable a comfortable, safe and efficient environment for The Star's 24x7 operations and provide an array of services for ongoing optimisation.

- Comprehensive maintenance and repairs on all mechanical and refrigeration plant equipment in conjunction with the associated building automation system controls.
- Preventative maintenance and repairs on all access control, security systems and CCTV.
- Extended manning of site to reduce delay on reactive calls and repairs.
- Delivery of critical data reporting as well as regular progress reporting which keeps the customer in touch with the facility's inner workings.
- Utilisation of Honeywell's procurement processes and vendor base to ensure competitiveness.

## Business Outcomes

- ✓ Issues are responded to and solved in a timely manner.
- ✓ Continual improvement of processes and delivery systems imperative to business success.
- ✓ A vigilant approach to safety of both employees and the public.
- ✓ Increase in customer understanding of systems operation through training and demonstration.
- ✓ High levels of customer satisfaction as evidenced by our Customer Advocate Survey process.



"The support from the site personnel and excellent working relationship is invaluable to me. Maintenance is always up to date, breakdowns handled promptly and I'm kept well informed of any issues that exist."

David Clancy,  
Security Administrations and  
Systems Coordinator



## Find Out More

To learn more about  
Honeywell Building Solutions, visit  
[www.buildingsolutions.honeywell.com](http://www.buildingsolutions.honeywell.com)

## Honeywell Building Solutions

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Honeywell Building Solutions helps customers address their building's operational efficiency needs with integrated technology solutions based on Open System Protocols. With proven global expertise and local delivery capabilities, Honeywell work directly with customers to tailor the best of industry-standard solutions to cover the lifecycle of their facilities. **We are building a world that's safer and more secure, more comfortable and energy efficient, more innovative and productive. We are Honeywell.**

# Honeywell