



eServices Amenities Solution Serves Up Luxury and Convenience in South Florida Condos

Crestron touch screens outfitted throughout Trump Tower III, including 271 luxury condos

Background

Boasting more than two miles of fine sand beach, Sunny Isles Beach, FL is an up-and-coming vacation spot. Located on a barrier island in the northeast corner of Miami-Dade County, the city is experiencing a major development renaissance, focusing on residential condominium construction.

As Trump buildings have become the standard of luxury living, Trump Tower III is no exception. This magnificent beachfront property takes elegant ocean view living to new heights.

Miami-based, Advanced Home Theater outfitted the new buildings with Crestron touch screens, providing residents the ultimate in luxury amenities and one-touch convenience. Advanced Home Theater and CAIP, Stephen Harrington, developed an amenities solution that automates popular

services such as concierge, valet, poolside lounge chair requests, and delivers other five-star living experiences.

Challenge

Building developers requested an amenities solution that could handle vehicle requests in the valet-only complex, and provide residents with a five-star living experience, offering services that make daily life more convenient.

Combining today's technologies with amenities management, eServices is an amenities software solution that enhances the communication between Trump Tower III residents and building management.

Enter eServices, the Luxury Amenities Solution

Created specifically for use with Crestron control solutions, the application is fully scalable and can be completely customized to the user's requirements.

"We wanted to install a system that had a reputable company behind it," notes Advanced Home Theater Owner, Al Reinhard. "Crestron has always been our go-to manufacturer. Crestron makes our projects successful with innovative engineering and excellent customer support."



eServices manages resident vehicles, resident information and user preferences through an easy-to-use graphical user interface.

“Our goal was to make each homeowner’s experience intuitive and straight forward,” says Advanced Home Theater Project Manager, Eric Dickson.

Touch Screen Control

The Crestron TPS-6L wall-mount touch screen delivers high-end style and performance in a sleek, cost-effective flush mount design. Featuring a bright, beautiful, high-contrast 5.7" color touch screen which doubles as a video window display, the TPS-6L delivers a world of control capabilities.

Home Page

Touch the screen and the home page instantly appears. Six services are displayed from which to choose.

Messages

The resident can view personalized messages specifically for the home from building management, concierge or valet using this feature.

For example, if a package is delivered, the message feature alerts you. Whenever a new message arrives, an animation depicting a letter floating into a mailbox appears. Each message received is stored in a list that includes date, time and details.

Bulletin

Management can send building-wide notices to residents using the bulletin feature. Whether the water is being turned off for an hour, elevator one is being serviced or the health spa is extending their hours, residence are always informed of what’s going on in the building, and can refer to the bulletin for news and updates.

Building management can send messages to all or individual touch screens. Whenever a new announcement is received, an animated Bulletin appears.

Valet

The valet feature allows residents to skip the lines, hop into their car and get on the road. Simply press the valet tab, enter the valet ticket number and head downstairs. Residents or guest cars will be waiting at the front of the building.

“One of the main functions of the luxury amenities panel that everyone uses is the valet feature,” notes Dickson. “This is a valet-only building so by using this feature, residents can request a car and head downstairs to retrieve their car within a few minutes.”

“ The reason Crestron was selected was because their products are proven stable. Crestron helps us work out anything we encounter.”

Stephen Harrington, CAIP, Digital Automation

Concierge

The concierge feature displays a “Call Me” button informing the concierge desk that you have a request and that they should call the room to discuss. You can enter your request or arrange for services including car, taxi cab, or dry cleaning.

Beach

From the beach page, residents can request up to nine chairs to be set up under a beach cabana.



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When a request is made, staff members prepare the chairs and mark the space as reserved. When you are ready for some fun in the sun, the perfect tanning location is all ready for you and set up with towels too!

Maintenance

Do you have a leaky faucet? Need a fixture replaced? Simply tap the maintenance button and describe your request. Building maintenance will receive this request and follow up with you to discuss the problem and schedule repairs.

Weather Forecast

Planning on hitting the beach or the golf course this weekend? The touch screen displays the five-day weather forecast for Sunny Isles so you can plan your day/weekend accordingly.

The feature is updated every hour and includes temperature highs, lows, day, time and current temperature. Pressing the icon for any of the 5 forecasts will display a paragraph of more detailed forecast information.

Flexibility at Every Turn

Thanks to the flexibility of Crestron systems, Trump Towers III residents can upgrade their current smart panel amenities to include audio/video, lighting, shading, HVAC and security control for a complete whole home automation experience. Residents can upgrade their entertainment system and control

3D TV displays, Blu-ray® players, cable boxes, Apple® TV, Apple® iPod® docking stations in one room, multiple rooms or throughout the home.

Benefits

The project deepened the commitment between Advanced Home Theater and Crestron to continue working on high-tech, luxury properties together. Benefits for residents include the convenience of pushing a button and getting everything they need. Management can communicate with and respond to residents more effectively and efficiently.

With the eServices luxury amenities panel, residents can enjoy five-star amenities in their own home.

“Once residents get used to it, they can’t live without it,” adds Dickson.

Click here to view the Luxury Amenities demo

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