

## CASE STUDY

# What Your BMS Isn't Telling You

## The Silent Energy Drain Costing Hotels Millions and the Smart Building Tech That Stops It

### Fine on the Surface, Costly Beneath It

Behind every quiet hotel lobby, systems are working to maintain comfort, safety, and efficiency. But what if those systems aren't telling the full story? At the InterContinental San Antonio, everything looked fine on the surface until **Smartcon** deployed **NeuroCore**, an AI-powered building management overlay that connects disparate systems into a single pane of glass, proactively identifies inefficiencies, and recommends targeted fixes based on live building conditions.

Within days, **NeuroCore** uncovered critical performance issues that legacy systems had completely missed: reheat and cooling systems fighting each other, hot water temperatures exceeding safe thresholds, and a costly mechanical failure no one knew was happening. These discoveries resulted in immediate corrective actions and measurable savings for the property.

This site-level deployment is a clear example of how AI-powered building intelligence can drive rapid returns. While the focus here is a single property, the implications are much broader. As hospitality portfolios grow in complexity and ESG expectations rise, **Smartcon** and **NeuroCore** offer a scalable solution that begins with visibility and delivers results across every building it touches.

### The Illusion of Operational Stability

In hospitality, "no alarms" often means "no urgency." But in reality, building systems can operate at a high cost without raising a single flag. Legacy BMS platforms monitor inputs, not outcomes. They track setpoints, not impact. That gap allows inefficiencies to hide in plain sight, dragging down margins, stressing equipment, and putting guest satisfaction at risk without anyone realizing it.

### InterContinental San Antonio: Behind the Comfort, a Costly Conflict

On paper, the hotel was running smoothly. But **NeuroCore** told a different story:

- Guestroom water temperatures were peaking at 137°F—well above safe operating ranges
- A cooling valve stuck open on the third floor flooded 24 zones with 46°F air, around the clock
- Reheat coils battled the cold air nonstop, wasting energy and adding load to aging systems
- The result: heating and cooling at the same time, all day, every day

The legacy BMS flagged none of it. Guests were comfortable, but the building was bleeding money. Within just a few days of **NeuroCore's** deployment, **Smartcon** worked with on-site engineering staff to resolve the issues: the faulty valve was replaced, domestic hot water settings were reprogrammed, and reheat behavior was corrected. What could have taken weeks or months with traditional methods was identified, diagnosed, and addressed in less than a week.



## The Hidden Cost of Blind Spots

Unchecked reheat scenarios and thermal conflicts can cost tens of thousands of dollars annually. They shorten equipment life, raise utility spend, and erode the guest experience. In San Antonio, resolving just one valve issue and adjusting domestic hot water logic yielded immediate results: lower energy bills, reduced maintenance burden, and restored control. Multiply that by dozens of properties, and the value becomes portfolio-defining.

## Inside the Brain of a Smarter Building

**NeuroCore** doesn't just surface data. It tells you what matters. It learns from the building it is installed in over time, adapting its recommendations based on real-world usage patterns and operational behavior. The platform provides a unified overlay for all vendor systems. Operators get a single login and interface to manage HVAC, lighting, and guestroom controls. It replaces the need to juggle multiple platforms or rely on on-premises-only systems by bringing everything into a secure, scalable cloud environment. For hotel teams, this means fewer blind spots, faster decisions, and a level of control that empowers operations to be both proactive and precise.

## Scaling Smarter: From One Building to Many

Every building has inefficiencies. But when those inefficiencies go undetected across a portfolio, the stakes multiply. **NeuroCore** gives asset managers, engineers, and ownership groups a way to surface problems before they escalate, prove ESG progress with real data, and optimize building performance without major infrastructure overhauls. Smartcon brings the deep integration expertise needed to deploy **NeuroCore** effectively across new and existing properties, ensuring alignment with both operational and strategic goals.

## From Insight to Impact

Even buildings that look fine on paper can be hiding costly inefficiencies. But with the right tools, that invisibility turns into insight, and insight into action. Visibility, intelligence, and proactive control are not luxuries. They are the new baseline for modern hospitality infrastructure. The **NeuroCore** platform delivers all three. It brings fragmented systems together, identifies the inefficiencies others miss, and transforms traditional BMS into a performance-driving engine. For ownership groups focused on NOI, ESG progress, and long-term asset value, this is the smart building solution that brings clarity, speed, and results.

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