



INTELLIGENT ENERGY MANAGEMENT SUPPORT, DELIVERED SEAMLESSLY

As one of the world's largest attraction operators, Merlin chose Kendra Energy Solutions to upgrade their entire portfolio of London cluster sites.

Customer:

Merlin Entertainments

Project:

Kendra Energy Support Contract

Sites:

Madame Tussauds, SEALIFE London Aquarium, London Dungeon, Shrek's Adventure, London Eye & 4D Cinema



CUSTOMER BACKGROUND:

Merlin entertainments is a global leader in location-based, family entertainment. As one of the world's largest attraction operators, their success depends upon creating and delivering memorable, immersive brand experiences for millions of guests, every single day.

THE SITUATION:

Since 2012 Kendra have provided maintenance support for the Schneider BEMS installed at Madame Tussauds, London. During this time, our expertise and innovative technology have become integral to Merlin's in-house engineering team, and we continue to work closely with them to ensure that the system is working correctly and as efficiently as possible.

THE REQUIREMENT:

As a direct result of the proven reliability and success of our work at Madame Tussauds, Kendra were subsequently asked to tender to extend that support contract to the entire portfolio of Merlin's London cluster sites, including; Madame Tussauds, SEALIFE London Aquarium, London Dungeon, Shrek's Adventure, London Eye & 4D Cinema – plus a complete control panel replacement project at Sea Life Great Yarmouth.

The scope of this work included the installation of the Trend BEMS system in the London Dungeons when it relocated from Tooley Street to County Hall in 2013, plus the lifecycle upgrades of older Trend IQ2 systems to the latest IQ4 range. Other than Madame Tussauds, the BEMS installations across all other attractions are Honeywell Trend.

Kendra's work across this portfolio of sites has helped the customer to make considerable energy savings, whilst also improving the experience of the millions of guests who visit these attractions. By completing a number of BEMS upgrades that allow the Ventilation and Air Conditioning plant to be controlled depending on visitor volumes, Merlin have been able to achieve project payback in just 24 months - in addition to ensuring a comfortable environment for visitors.

Kendra Energy Solutions Ltd

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THE CLIENT:

Here's what the client had to say...

“I have worked with the Kendra Energy Solutions team, particularly Chris Mills and Dave Manwaring, for over 20 years and I can highly recommend Kendra as a BMS support partner. The BMS controls and application knowledge within the team at Kendra is second to none and when we have had faults occur with our building management systems, they have always been dealt with promptly and without disruption to our day to day business.

Based on the work that Kendra have carried out at Madame Tussauds, Merlin have extended their maintenance support contract to include all our buildings in our London cluster portfolio. Kendra have been awarded an extended contract to support our sites due to their in-depth knowledge and the quality of their service delivery.

The Kendra support engineers have become part of the Merlin team, and they continue to be integral to the successful operation of our attractions.”

DAVE JOY
TECHNICAL DIRECTOR – MERLIN ENTERTAINMENT



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