

# Hong Kong's EMSD Improved Theatre Occupancy and Guest Well-Being with an IoT Solution Provided by IoTree, in Partnership with Thinxtra, The IoT Telco



The Electrical and Mechanical Services Department (EMSD) is a Hong Kong government department responsible for inspecting and enforcing the operation and safety of electricity and gas installations, railways and trams, lifts and escalators, amusement rides, working platforms on building sites, and more.

## The Opportunity

The EMSD operates a 390-seat theatre inside the Hong Kong Heritage Museum. The theatre is a multi-purpose theatre hosting Cantonese opera, musical performances, lectures, seminars, ceremonies and multimedia presentations. The EMSD needed a dependable solution to improve occupancy management within the theatre to optimise the use of the environment and react in a timely manner to changing social distancing requirements in the wake of the COVID-19 pandemic.



### About IoTree

IoTree is a Hong Kong-based IT services company that specialises in IoT Services. Our mission is to build integrated IoT ecosystems for our clients and incorporate those ecosystems into our client's operations to maximise operational efficiency. IoTree provides the best integrated IoT solutions to our clients, leveraging our dedicated team of technology experts, developers, and designers. IoTree provides a complete solution to support your IoT journey.

Visit IoTree's [website](#) for more information.

## The Solution

IoTree and Thinxtra collaborated on an IoT-enabled solution to remotely monitor and track the tilt of each seat to assess occupancy in real-time. IoT sensors installed in the back of the seat remotely monitor how the angle of the seat changes, which indicates that the seat is occupied. Data captured by each sensor is shared over the Thinxtra OG Network to a centralised data console. Insights on the console let building managers easily monitor temperature and ventilation inside the theatre to improve guest comfort and wellbeing. Seat occupancy is also mapped to the theatre's floor plan and shown on a screen in the lobby so guests can check seat availability at-a-glance.

## The Benefits

Since introducing IoTree's IoT-enabled occupancy management solution, connected with Thinxtra's OG Network, the EMSD has achieved optimal occupancy in its theatre and guests have enjoyed a comfortable, safe, well-ventilated, temperature-controlled environment without any manual on-site monitoring procedures.

### About Thinxtra

Thinxtra, The IoT Telco, accelerates business efficiency by connecting assets and making them work smarter. We provide fit-for-purpose Internet of Things (IoT) connectivity and solutions that are economically viable and operationally scalable. Thinxtra owns and operates the Sigfox OG Network in ANZ & HK and is a member of the OG United Nations, the global association of OG Network Operators, and is the exclusive distributor of Soracom cellular IoT services.

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