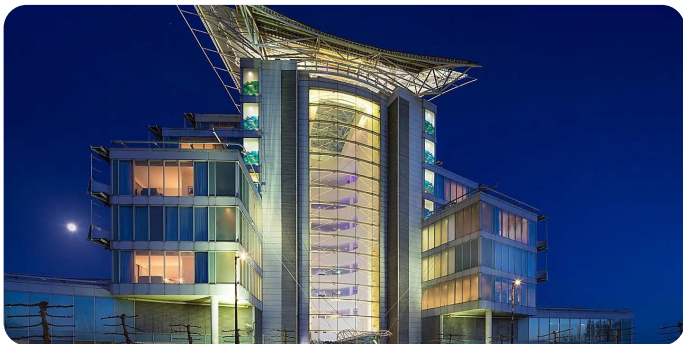


Case Study

voco St David's Hotel

Customer	voco St David's Hotel
Location	Cardiff, Wales
Requirements	A high performance, reliable network for smart TVs
Equipment	<ul style="list-style-type: none"> - Category 6 U/UTP Cable - Environ 29U Racks - Category 6 & Category 5e patch leads



An Overview

Set on Cardiff Bay's waterfront, voco St David's Cardiff makes a bold statement, with its glass-fronted façade, private balconies, floor-to-ceiling windows and coastal setting. Presented with a Gold Award by Visit Wales, voco St David's Cardiff hotel offers a luxurious retreat from which to explore Wales' capital city.

The requirement

The newly branded voco St David's wanted to introduce improved technologies for their guests, by installing smart TVs, full entertainment package (movies) and chrome cast in every room.

Unfortunately, due to the current infrastructure, the Wi-Fi system was unable to cope and the connection between the TV and Wi-Fi continuously dropped, which had an impact on the guest experience and in turn loss of revenue.

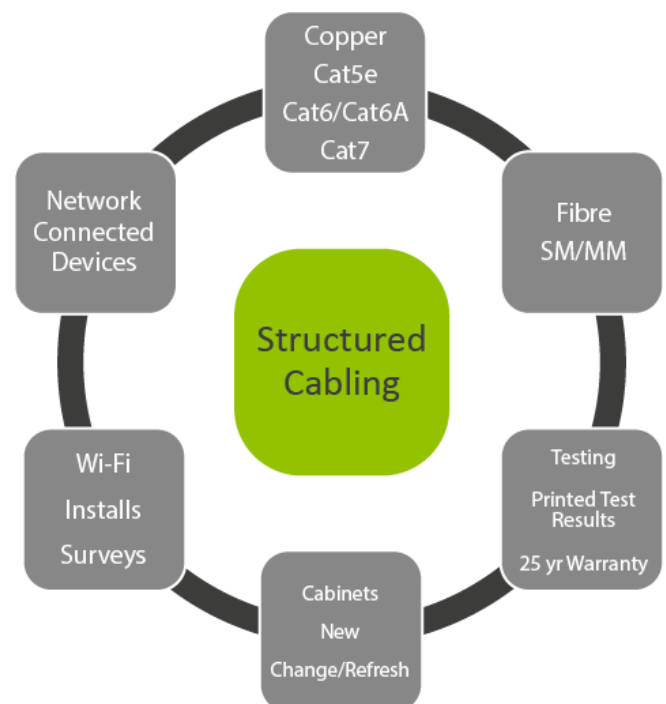
All the rooms currently have smart TVs that were working on Wi-Fi, but the client wanted to get them connected to Ethernet cables to provide a faster, more stable connection and take the strain off the Wi-Fi, so customers would have a better experience whilst staying at the hotel.

Sourcing a Partner

It was essential that the hotel chose a quality cabling company that would provide a professional approach and to work with us to ensure as little disruption as possible to their guests.

Established in 2018, Flexcomm have built up an impressive reputation and client base in a short amount of time, that is underpinned by a wealth of understanding and knowledge about commercial unified communications, due to the staff they have brought on-board.

Flexcomm are an Excel Cabling Partner, an accreditation which demands regular training, assessment and attendance at briefing events, where solution, industry and best practice updates are provided. What's more, with this official accreditation in place, Flexcomm were able to provide the hotel with a comprehensive 25-year warranty on all newly installed products.



Project Considerations

- Rooms being out of action for days at a time.
- Interruption to services that would affect the hotel's clients.
- Major decorating/ touch-ups to be done whilst moving the cabling around in the rooms.
- Works taking place over the Christmas period, which is the hotel's busiest time of year.
- Customer complaints with too many contractors on site, creating noise and disturbances.
- Not all rooms were the same, each had their own challenges to overcome.

Solution

After an extensive survey of the site, Flexcomm identified that there were enough Ethernet ports within each room, but that they were in the wrong locations.

Flexcomm proposed to test all the spare ports and once it was proven that they were working, they would move the data points to the location of the TVs. They did this by re-routing or extending the existing points to behind each TV using the cavity walls/ceiling voids.

It was also identified that the existing data cabinets were too small for the additional network switches needed, so Flexcomm proposed to remove the four 9U cabinets they had already and replace them with two Environ floor standing 29U cabinets. This provided enough space for what they needed now and considered the hotel's future needs.

The Environ Communications (CR Series) Racks from Excel Networking Solutions feature a large cut out in the base and multiple brush strips in the roof for easy cable entry and enhanced airflow, ensuring that they were adaptable and futureproof to suit the hotel's growing network. By changing the racks, the hotel found themselves with over 60% more U space in a reduced footprint, increasing the efficiencies of their communications room as well as providing adequate capacity for future network expansion.

The Environ CR Racks housed the Excel Category 6 U/UTP copper cabling, which features sequential metre numbering on the outer sheath of the cable, allowing quick and easy

calculation of the cable remaining in the box, as well as reducing on-site waste and accounting for any cabling installed. Furthermore, the copper cabling includes a polyethylene filler, which assists in maintaining and enhancing the cable's performance, ensuring that the hotel has a reliable, stable network infrastructure.

The approach had to be with the hotel's customers in mind, so the installer had to be flexible adapting their plan on a daily basis, depending on room vacancies, guest arrival times and any events taking place at the hotel.

This meant that the job took a little longer than originally planned, but resulted in minimal disruption to the operation of the hotel throughout the project.

The Result

- 142 Rooms completed with no rooms being taken out of service for longer than an hour each time
- All Smart TVs are now working without any buffering due to the stable connection to the network. Wi-Fi service around the hotel has improved due to the the TVs being taken off.
- Communication cabinets completely swapped and patched with new colour coded patch leads for easier identification,

"This was a great local project for us to work on and adds value to our fast growing portfolio, we are pleased with the outcome"

Matthew Edwards, Director, Flexcomm

Testimonial

- Professional
- Reliability
- Flexibility to adapt
- Specialist expertise

"I couldn't have asked more from Flexcomm, they helped me out from the start to finish with their recommendations and solutions to problems. They did a brilliant job giving a very personal and hands-on service. I would always recommend Flexcomm to anyone who are seeking to obtain a professional data and IT installation"

Brad Hunter, Chief Engineer, vocc St David's Hotel

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