

The Mandarin Oriental Hotel in Hyde Park is one of London's most celebrated 5-star hotels. It offers a fashionable and timeless base, complete with world-famous restaurants and a stunning spa in the heart of the British capital.

As part of a multi-million pound refurbishment of the entire hotel, a full network upgrade was required to improve their vision for long-term improved guest room experience.

The Installer

Global Hi-Tech were appointed by the main contractor VINCI Construction Grand Projects and were supported directly by Connectix through certified engineer training and frequent visits to sites whilst working alongside the client and hotel project management teams.

The Requirement

VINCI Construction Grands Projects was awarded a contract to renovate the five-star Mandarin Oriental Hyde Park Hotel in London. This project accumulated 12,000 square metres and included renovating all the rooms, building a 9th floor on the Hyde Park side with two new 165-square-metre suites bring a total of 134 rooms, 22 suites, 12 convertible suites, common areas, architectural interior works, technical finishing works in target areas as well as the roof and exterior façades. All of this work was completed without closing for a single day.

Global Hi-Tech's team of structured cabling installation engineers had work professionally around multiple other trades whilst ensuring that any guests staying at the hotel were not disturbed by their work. As the building is a grade-A listed building, many of the old cabling routes were dirty, dusty and congested with all cabling. Special attention to cable pulling, pathway management, termination and testing were required which Global Hi-Tech demonstrated throughout the project.

Connectix would attend the site alongside the consultant, installer and IT management team during area sign offs and regular updates of any changes in project design and delivery. The team from Global Hi-Tech demonstrated a huge amount of flexibility to continue with untimed requests for installation assistance at very short timescale notice.

Each area was QA checked by each service contractor including the IT cabling, providing the hotel with completed areas and instant access where possible. The installation and O&M manual has been produced and is supported by Connectix Cabling Systems manufacturers 25-Year System Warranty.



Project Scope Overview	
Customer:	Mandarin Oriental Hotel
Installer:	Global Hi-Tech
Building Consultants:	Hurley Palmer Flatt
Site Location:	Hyde Park, London
Requirements:	New optical core and edge fibre network
Structured Cabling System:	<ul style="list-style-type: none"> Connectix Cat 6A copper cabling backbone Connectix Cat 6 copper cabling in each room Connectix Horizontal Cat 6A Connectix Singlemode Fibre – future proof, into the main pantry Connectix Cabinets on each floor Connectix Multimode and Singlemode in Penthouse AV – HDMI Cables Connectix Cat 6 External Cabling
Active Equipment:	<ul style="list-style-type: none"> 14-IP – Cisco 2 main IDFs / 2 small switches Access Panels – Ruckus APs WiFi APs – x 20
No of Outlets:	<ul style="list-style-type: none"> Average 7 outlets per room, up to 15 outlets in each suite. 120 – 150 data/multicore cables

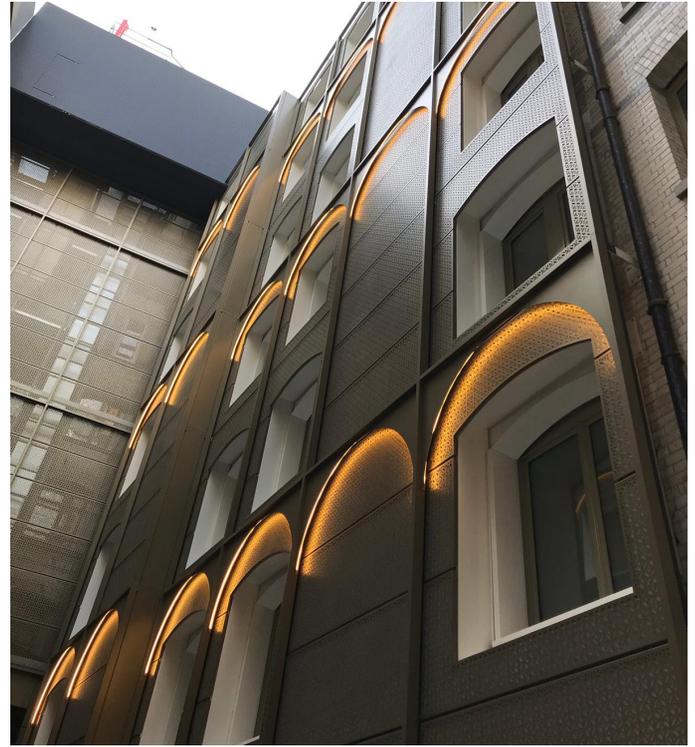
Challenges

A key client requirement was that the hotel was to remain open throughout the works and that no impact was to be made on any of the guest operational systems.

This required simultaneously cabling multiple floors at the same time, whilst also sharing the building with 10 different contractors per day, all trying to complete different tasks.

A very short timeslot was given to complete the work, with start date notice of only 2 days, and all old cabling needed removing first – some of which was re-terminated and tested. Connectix account managers worked efficiently to ensure that stock was delivered on time and that no delays ensued.

Engineers had to terminate fibre in difficult conditions, with a large amount of dust and debris due to the major refurbishment work occurring.



All external lights are DMX controlled and powered over Connectix Cat 6 external cable.

Quote from Paul Mathews, Sales Director (South), Connectix Cabling Systems

The challenges set out in this project were different to a normal office fit-out installation whereby the guests were still using the hotel and the building itself brought its own tests to cable design and installation and daily working conditions. The collaboration and commitment from the teams working on this project (HurleyPalmerFlatt, VINCI, Global Hi-Tech and Connectix) and the dedication and hard work shown by the Global Hi-Tech engineers enabled this project to run as smoothly as possible and keep one of the world's most prestigious hotels open for business.

