



HYATT HOTELS CORPORATION

San Antonio, Texas

TECHNOLOGY CASE STUDY

FSG Delivers Flexible, Rolling Project Execution for Hyatt Regency San Antonio Riverwalk



Owner

Hyatt Hotels Corporation

Contract Type

Technology

CHALLENGE

The Hyatt Regency San Antonio Riverwalk hotel needed a complete technology renovation, but the hotel did not want to completely shut down the property while the work was done. The big challenges for the hotel involved finding a way to upgrade its facility a little bit at a time and finding a contractor flexible enough to work within the shifting schedule. In the end, the Hyatt Riverwalk turned to FSG's San Antonio branch and its Tero Technologies team of network designers.

SOLUTION

FSG worked directly with the Hyatt Riverwalk to arrive at a working plan for renovating every guest room and all common public spaces at the busy property. For over two years, the FSG team would periodically return to the hotel, where a different block of guest rooms had been made available for access by the project team. The technology renovation project involved running all new cabling, upgrading all terminations and hubs, ports, switches, and outlets, mounting televisions in each room, and upgrading all network closets and equipment rooms with new components. Finally, the project involved upgrading all network cabling, A/V, and security cabling throughout all the hotel's common areas.

RESULT

FSG and its Tero Technologies team were able to work with Hyatt Riverwalk to deliver the type of service that best served their needs and advanced their goals. Once the project was finally complete, the project owner was extremely pleased with the outcome. Most of all, the customer was especially grateful for the way in which the work was done. With a customer-focused service approach, FSG once again demonstrated that customer satisfaction is really what every project is all about.

