

Case study

Four Seasons Hotel London at Ten Trinity Square

Fully-integrated building services to 5-star standards

£11m building services technology project

Network

- + 4,250 port core and edge PoE LAN
- + 400 AP WiFi network
- + 242,280m of structured cabling
- + 4,400 cabling outlets

Environmental control

- + Trend BMS and Lutron LMS

Security

- + 145 WiFi access control room door locks
- + 212 C CURE access control doors
- + 262 Internal cameras
- + 26 External cameras
- + Integrated audio & video intercom

Audio Visual

- + 141 room TV distribution system
- + 105 Touchscreen AMX room control system
- + 128x128 DGX video distribution matrix
- + 600 speaker Dante audio distribution and DSP
- + FIRS – Fibre Integrated Reception System for hotel & apartments
- + Business Suite – meeting room AV and video conferencing
- + IPTV system
- + Digital signage



The landmark, Grade II* listed Ten Trinity Square building, situated overlooking the River Thames in Tower Hill, has been part of the fabric of the City of London since it opened in 1922 as the headquarters of the Port of London Authority.

The building has a fascinating history that includes taking major damage during the Blitz in World War II, hosting the inaugural reception of the United Nations General Assembly in 1946, and an appearance in the 2012 James Bond movie Skyfall.

Purchased by Reignwood in 2010 the building underwent a meticulous six-year, £200m renovation and redevelopment into a 5-star, 100-room hotel complete with 41 private residences and a private members' club. The globally renowned Four Seasons Hotel London at Ten Trinity Square opened its doors to the public in 2017.

As part of this extensive redevelopment LMG embarked on a tender process that encompassed multiple technical packages, produced by separate specialist consultants. The end result being saw LMG appointed as the IT, security and AV specialist contractor to execute a fully-integrated £11m smart building services project encompassing communal hotel areas, guest bedrooms, meeting and conference facilities, bars, restaurants, spa and private apartments.

Managing and delivering the project was an enormous endeavour – with the added complexity of the building's age, derelict condition and listed building status.



The challenge

Working within listed buildings requires a high degree of planning, technical skill and respect for the property. In these scenarios it is common that only very limited and authorised modifications can be made to the building's structure. This was true of the Ten Trinity Square project, but the challenge was compounded by the sheer scale of the install and high specification of the technology being installed.

The Four Seasons Hotels and Resorts brand is built on a single-minded dedication to the highest of standards of luxury and service. Any thought of compromising aesthetically or technically at all on the Ten Trinity Square project was simply not an option.

LMG took a proactive, hands-on approach to tackling these challenges at a design level. The team made a concerted effort to fully understand the limitations of the space (due to its heritage) and then explored, with the client, all the various technical solutions possible. The focus was always on clever thinking and making the best decisions that enhanced the space without causing unnecessary impact to the building.

A great example of this is Ten Trinity Square's Rotunda lounge. The room has a beautiful domed ceiling and LMG needed to work out the best way to install audio speakers without them being visible and spoiling the aesthetic. The team sourced special audio speakers that could be laid in the pelmet. This way it was possible to deliver the required audio experience but without changing the room's façade.

LMG's problem solving skills were also tested by certain areas within Ten Trinity Square that were totally locked down. The team needed to find the best ways to cable out around those areas. With two-metre thick walls and cabling routes that were very hard to get to, LMG at times would have to tunnel down ten levels and up again because there was no clear and easy route.



Why LMG?

Developer Reignwood, main contractor Ardmore Group and end customer Four Seasons Hotels and Resorts all bought in to LMG's converged approach, collaborative culture and commitment to making the project a success. This was despite none of the parties having worked with LMG before.

LMG's ability to deliver a complete, unified, fully-integrated and coordinated project — that included 14 different packages, such as the cabling, active IT and wireless network, BMS, CCTV, access control, lighting, AV etc. — really stood out from the competition.

Typically, all these elements would be procured individually as disparate packages from specialist service providers and theoretically brought together as one cohesive solution right at the end. Unfortunately, as each supplier works in isolation and there's usually no master integrator in the middle taking ownership of interoperability, this is normally the point at which a lengthy troubleshooting phase needs to start as certain elements don't work.

Even when someone is in the middle taking ownership of the integration, getting all the different contractors to all deliver on time is like herding cats because they're rarely ever on-site at the same times.

LMG's USP on the Ten Trinity Square project was its ability de-risk everything for all stakeholders. By taking complete ownership of all elements of the project, it could technically and commercially underwrite everything and be the glue that brought all the moving parts together to ultimately ensure a working end-to-end, fully integrated seamless solution was handed over to the customer.

All too often suppliers will passively take a "that's what you asked for so that's what you got" style approach to project delivery. In contrast, LMG was able to add value to the Ten Trinity Square project, working in collaboration with the key stakeholders to advise and guide development and implementation choices to create a fully integrated system that met the specification, and that everyone could be proud of.

Ten Trinity Square was a project that LMG was very much committed to at every level — the design, installation, commissioning and the ongoing support phase where today LMG is responsible for all onsite technology repair, replacement and upgrades.

LMG was able to put everything in one place — no disparate, disconnected siloes, where installation and management was split via separate specialist contractors — meaning one point of contact, one point of billing, one point of reporting and crucially — one point of accountability. In one easy step LMG's unified model was able to strip away all the potential layers of complexity on this project to simplify and de-risk the deployment.

Game changer

The Ten Trinity Square project was truly unlike any other. From the historic nature of the building, to the scale and specification of the installation, it was truly unique.

"The LMG team has been nothing short of fantastic given the challenges during the project; the lack of base design, the listed building status and the installation challenges were all addressed in a highly professional way. The Ardmore board fully endorses LMG's work"

Steven McGee, Ten Trinity Square Project Director, Ardmore Group



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