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Case Study: The Chartwell at Hyatt Regency London -The Churchill

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Outline

CGA has worked with Hyatt Regency London -The Churchill since 2016. When you work with a client over time, you establish a relationship with them which gives you the opportunity to understand how they work and what is important to them and their guests.

CGA has worked collaboratively with the team at the hotel to identify how meeting rooms are being used, and suggest how the existing AV system could be further enhanced to reflect this, leveraging opportunities that have emerged over time.

Challenges

As The Chartwell is a truly multipurpose space, it needs to have business and meeting room functionality, along with clean lines and a non-technical aesthetic for special events such as weddings.



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Uplights

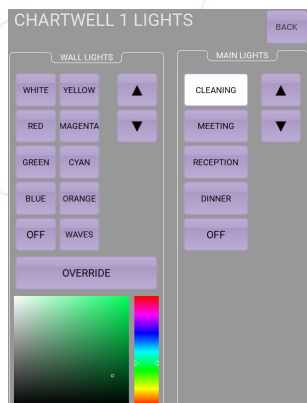
Previously if uplighting was required, Hyatt Regency London -The Churchill either had the added time requirement of a team to set up and then take down their uplighting, or the added expense of hiring in an external company to bring uplighting into their events spaces. With both of these options, trailing electrical cables meant that neither looked as sleek as it could.

CGA has now installed a fully integrated uplighting system which enables the lights to be used when Hyatt Regency London -The Churchill needs them, at a touch of a button, with no set up time, no additional costs and no unsightly wires. The installed uplighting system also has the functionality to allow event companies to plug into this facility if required, offering complete flexibility.

Projectors

Previously there was one projector on a removable mount in The Chartwell. When CGA originally installed this, there were no ceiling voids for it to retract into, so this was the best solution at the time. Wedding guests didn't like the corporate feel of having a projector in the space as it conveyed too much of a corporate feel, but it was essential for business presentations.

Now Air conditioning ducts, sprinkler heads and pipes have been moved so CGA could make the projector fully retractable and completely invisible in the ceiling. In addition, CGA has installed a further fully retractable projector on the longer wall of the room, which gives complete flexibility to the configuration of The Chartwell, ensuring that the events space can be set up in the best possible way for their guests, whether hiring for business or social events



Remote support

Previously there was limited remote visibility of the AV systems installed in The Chartwell, which did not allow CGA to offer our client real-time support to the team on site.

Now CGA has upgraded the video system and component units so that they are all now compatible with the QSC control system, which ensures full visibility and remote support. This reduces site visits and increases up-time.

As it remained open throughout, the work CGA carried out in The Chartwell needed to be closely aligned with other contractors, to minimise the impact on Hyatt Regency London -The Churchill's business. CGA worked closely with the hotel's engineering team, (who coordinated the air conditioning, sprinkler and decorative works around existing room bookings), to minimise disruption to guests.

Technical

To keep the works program as short as possible CGA installed a temporary camera within The Chartwell to enable our team of programmers to work remotely on the system outside of hotel trading hours.

CGA worked with the building contractor to ensure that the video lifts not only disappeared when retracted, but also ensured that the decorative finishes were reinstated and attached to the moving elements to help with the final concealment.



Response

Arnaud de Saint-Exupéry Area Vice President/ General Manager, Hyatt UK & Ireland commented

"We have worked with Chris and his team at CGA since 2016. They have been proactive in their suggestions to keep the AV system at Hyatt Regency London – The Churchill current and continue to design it with the evolving needs of our clients and team in mind. We are always pleased with the quality of the AV systems they install."

Have a Project? Get in Touch

