

RESORT, WATERPARK & CONVENTION CENTER CASE STUDY



Kalahari Resorts &
Conventions

INDUSTRY
Hospitality/
Entertainment

SKILLS PROVIDED

Network Infrastructure
Design, Managed Services,
New Construction
Technology Planning &
Build, Audio Visual Design,
Telephony, Technical Project
Management, Wireless
Network Services

Kalahari Resorts turned to Solutionz for a network infrastructure, AV and managed services solution for their new 900+ room hotel, 110,000 sq ft convention center and 220,000 sq ft indoor water park. Solutionz designed, managed and implemented a complete ultramodern unified communications system for the new resort.

THE CHALLENGE

Headquartered in Wisconsin, Kalahari identified the Pocono Mountains for their new resort, including an indoor water park. The new facility would require the implementation of an extensive and complex technology system.

The new Pocono resort would be the third location for Kalahari. Previously, each location utilized separate architects and regional providers for all of their technology solutions requirements, which included different providers for audio/visual (A/V), network, and security needs, to name a few. In addition to the obvious complications in managing a network of vendors, Kalahari was also presented with an arduous bidding and evaluation process for vendors and suppliers of the new facility.

The project would require meticulous coordination and oversight. In addition, the initial phase of construction would only be the first of three. The entire resort was planned to be built in stages to allow for the initial opening of the waterpark resort. Then two subsequent phases of expansions would conclude the entire construction.

Upon completion of the third phase, Kalahari's Pocono Mountain Resort is the **LARGEST INDOOR WATERPARK IN AMERICA.**



THE SOLUTION

It was quickly realized that Solutionz' comprehensive network infrastructure design and managed services offering was the perfect solution to handle all aspects of the technology needs for Kalahari.

Working together for more than three years during planning stages, Solutionz spent six months entrenched with all stakeholders, making multiple visits to existing properties to fully understand the client's processes and unique needs. This knowledge allowed Solutionz to create a customized unified communications strategy, perfect for the new resort. The selected design, provided by Solutionz, was an extensive low-voltage solution including A/V, security, network, and structured cabling design throughout the facility, to be wholly managed and coordinated by Solutionz. The solution included:

- Handling the install of the resort's networking equipment, which was the core of the site's technologies
- Outfitting the convention center and meeting rooms with projection, presentation, and high-end audio systems
- Integrating 9 meeting rooms and 8 salons that make up a ballroom
- Digital signage throughout the property
- Digital menu boards in the eleven restaurants and bars
- Digital wayfinding room signs, which serve as custom signs to display room function
- Local cable television distribution, free to all hotel room guests, the eleven restaurants and bars
- Resort bars setup to support satellite DIRECTV, sports programming
- Security system with 500+ cameras and monitoring office
- A distributed antenna system (DAS)
- Wireless Access Points across property for guest internet access
- Comprehensive voice and data solution for the entire property
- A SVSi (AVoIP) video and audio distribution system including products from Samsung, JBL and Biamp
- An audio system that can be completely controlled and distributed over IP, enabling routing of audio to any and all zones



KALAHARI RESORT PROJECT AT A GLANCE

900+ ROOMS & SUITES

110,000 SQ FT CONVENTION
SPACE

220,000 SQ FT WATER PARK

5 RETAIL STORES

9 RESTAURANTS & BARS

FULL SERVICE SPA

FULL SERVICE FITNESS CENTER

ZIP LINE & OUTDOOR ROPES
COURSE



The client was provided with a single, dedicated Project Manager to handle all of the technologies, greatly improving the efficiency for Kalahari. Solutionz's engineers are skilled in construction management, administration processes, sequencing, and safety, providing a perfect blend of skill sets for new construction planning projects.

Solutionz designed and documented each individual technology system and prepared RFPs for distribution to vendors for bid on behalf of Kalahari Resorts. Solutionz then took on the responsibility of managing the bid process, de-scoping and leveling the bids for all related technology vendors to ensure the best fit for Kalahari. Solutionz looked at the elements of each separate proposal to equalize differences in offerings, identify gaps, and account for small discrepancies in proposals.



THE RESULT

Kalahari's new resort in Pennsylvania's Pocono Mountains was completed and opened on time and on budget, with the latest technologies, making the new resort a state-of-the-art technological marvel.

The first phase of the resort's public opening was completed and opened in July of 2015. The public was able to start enjoying the luxury amenities of the hotel, the massive indoor waterpark, convention center and meeting rooms, the expansive main lobby, restaurants and bars for the start of the summer season in the Poconos.

Following the first phase and opening, the transition from construction to operation was seamlessly passed along to Kalahari. Since their entire facility utilized next-generation A/VoIP, the technology allows the distribution side to be supported by a traditional IT manager. This eliminated the need for any sort of specialty knowledge to operate the entire system, and a regular IT team could easily operate the facility.

Solutionz continued to oversee the project through the ultimate completion, as the resort tackled two additional phases of construction. The second phase, opened in early 2017, encompasses a second complete hotel tower, the addition of more restaurants, and doubled the waterpark space for the resort.

Upon completion, Kalahari's Pocono Mountain Resort is the largest indoor waterpark in America. This new resort in the Pennsylvania Pocono Mountains revolutionized the construction process of new resorts for Kalahari.

PROJECT KEY STATISTICS

- 3 PHASE DEVELOPMENT
- 5+ YEAR PROJECT
- 10+ MILES OF FIBER OPTIC CABLE
- 200+ MILES OF COPPER CABLE
- 100,000+ DEDICATED MAN HOURS

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140 Quaker Lane, Malvern PA 19355
www.Solutionzinc.com