

The Grand Velas Hotel Case Study

To create a unique lodging concept where guests could have an experience like no other all-inclusive resort offers, Grupo Velas looked for a supplier whose integrated solutions offered the best performance.



GRAND VELAS

Los Cabos | México

Our End-to-End Expertise
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Customer



Grupo Velas is a 100% Mexican company that was founded by Mr. Eduardo Velas Ruiz more than 30 years ago. Since then, it has offered the highest-quality solutions available to commercial buildings and hospitality facilities throughout Mexico.

Velas Resorts opened its doors 10 years ago, operating luxury hotels and spaces located along the Mexican coastlines of Puerto Vallarta, Riviera Maya and Los Cabos.

Velas Resorts owns five luxury hotels: the Grand Velas brand in Los Cabos, Riviera Maya and Riviera Nayarit, Velas Vallarta and Casa Velas in Puerto Vallarta.



By offering luxurious suites, world-class spas, gourmet restaurants and magnificent landscapes, each resort provides an unparalleled experience to its customers. The Velas family owns and operates these properties themselves, and views hospitality as an art of passion. The resort chain is committed to creating a unique, restful experience for each global visitor.

Mr. Juan Vela Ruiz and his brother, Mr. Eduardo Vela Ruiz, understand that they have to be visionaries, remain passionate about continuous improvement and stay on top of all trends to provide environmentally friendly hotels and spas that offer cutting-edge technology across all service offerings. The company aims to provide guests with everything they desire.

Velas Resorts has been awarded Five Diamonds by the AAA, and is highly praised by leading magazines and websites, such as *Travel + Leisure*, Condé Nast Johansens, TripAdvisor, Expedia and many more.





Challenge



Each guest brings an average of two or more electronic devices with them that need to connect to the network (and this number will continue to increase).

The resort's 750+ employees also bring devices with them every day, in addition to the building management systems and 300 smart rooms that require network connection as well. As a result, the resort needed a stable network that could maintain a reliable connection to all devices and systems at all times.

“Grand Velas Los Cabos needed a structured cabling network that offers the highest performance, is robust and is compatible with the resort's minimalist, elegant design. We also wanted solutions that could translate into sustainable savings for Grupo Velas, as well as offer low maintenance and labor costs,” says Edgardo González, Grand Velas Los Cabos IT director.





Discovery



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Thanks to proper planning and preparation for the Grand Velas Los Cabos project, Belden was able to perform quality and durability tests to ensure that the solutions met requirements and exceeded the expectations set by the Grand Velas Los Cabos team.

Belden solutions were then selected as the best option in terms of performance and profitability.





Solution

To provide a robust, state-of-the-art network that could handle the demands of Grand Velas Los Cabos, 340,000 feet of Category 6+ Bonded-Pair cable and 6,129 feet of FiberExpress cable were installed.

Approximately 7,700 Belden patch cords – the majority being Category 6A – were also used at the resort; 2,800 of them were traceable, allowing quick and easy identification and tracking of network connections. These patch cords created 2,621 copper drops and 28+ 168 OM4 fiber links.

Belden's REVConnect Connectivity System was also used, with 1,400 connectors deployed, helping speed up installation, limit rework and retesting, and ensure fewer failures in the field. Installers quickly learned how to terminate and install REVConnect, and less time was spent on each termination. Switching from a jack to a plug (or a plug to a jack) is possible without re-terminating.

"Belden's Angled Patch Panel solution also represented great savings for us in this project," says González. "We used to have problems when we needed to perform changes in the field. It created signal transmission loss and demanded a lot of staff resources." Instead, this solution allowed installers to make modifications during installation without having to disassemble the entire panel to do so.

To support the resort's network, six Belden cabinets contain switches and servers. Perforated doors allow adequate airflow to prevent overheating and ensure uptime.

This project brings together Belden's copper, fiber and power distribution unit solutions to create a high-performance network supported by a 25-Year Product Warranty.

"Belden's cost-benefit solution is unmatched. It brings great savings on maintenance and labor," says González.





Results

“Of course I will use Belden products again, without a doubt! I even recommend their solutions to my colleagues. The project was developed in a very short timeframe and, although scheduling was tight, Belden knew how to step up and deliver all materials in a timely manner. Belden’s support was invaluable; no matter what the issue, it was swiftly resolved.” Edgardo González, Grand Velas Los Cabos IT Director

By using Belden solutions, the resort was able to open Nov. 20, 2016, as scheduled, unveiling the most luxurious resort in Los Cabos, Baja California, Mexico.

After a year and a half of operation, Belden networking continues to fulfill all expectations. Guest satisfaction is evident through favorable comments regarding the network and support found at the very first resort that is 100% Belden wired: Grand Velas Los Cabos in Mexico.



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