



Pan Pacific Singapore

Case Study – Hospitality

Challenge

Implement an integrated automation system that provides seamless control between the Audio Visual and lighting systems across multiple ballrooms of Pan Pacific Singapore.

Solution

Crestron introduced an end-to-end solution that integrates everything from projector screen to lighting in a ballroom with the ease of seamless one touch technology.



PAN PACIFIC
SINGAPORE

About Pan Pacific Singapore

Pan Pacific Singapore is one of the many upscale hotels, resorts and serviced suites owned by Pan Pacific Hotels Group, a subsidiary of Singapore-listed UOL Group Limited, one of Asia's most established hotel and property companies.

Comprising two acclaimed brands: its signature brand, Pan Pacific Hotels & Resorts and its deluxe brand, PARKROYAL Hotels & Resorts, the hotel group was most recently voted "Best Regional Hotel Chain" at the annual TTG Travel Awards 2018.

Mastering the art and technology of the perfect venue

Well-known and loved by many, Pan Pacific Singapore is the perfect venue for every occasion, from a wedding ceremony to a corporate seminar, the pillarless Pacific Ballroom is the go-to-choice for a memorable event experience.

The Pacific Ballroom boasts a vast space of 805 sqm, with a 4.6m high honeycomb ceiling of warm and neutral shades, and 5 projector screens, holding up to a total capacity of 650 guests. The spacious ballroom can also be divided into three separate ballrooms when required, to cater specifically to a smaller number of guests. In addition to this elegant space, the Pacific Ballroom also features a private driveway which leads to a spacious reception, providing guests the ultimate grand arrival experience.

"Investing in a resilient technology is paramount as it empowers staff to deliver seamless guest experiences while equipping our hotel with cutting-edge technology."

To make the experience even more unforgettable, Pan Pacific Singapore teamed up with Crestron to install a state-of-the-art audio-visual technology with a sophisticated lighting system which not only offers guests the best ambient experience, but also provides the employees who are managing the system, a more user-friendly and efficient operation process.

With the recommendation of a valued system integrator Concept Systems Technologies, in addition to the end-user's previous pleasant experience with Crestron solutions in his previous role, Pan Pacific Singapore had the confidence and assurance to invest in Crestron's AV3 system, which took less than five weeks to install. Gerald Fong, Senior Sales Project Manager of Concept Systems Technologies, said that, "We were happy to recommend Crestron as it offers a one-stop solution to the challenges that Pan Pacific Singapore experienced, with an enhanced feature of elevating their current ballroom experience through the Crestron AV3 system."





The Result

The introduction of Crestron's AV3 system to Pan Pacific Singapore enabled the hotel staff to use the built-in, integrated communication system to deliver outstanding experiences with greater ease.

Another impressive outcome was the reduction of manpower in operating the Pacific Ballroom. Earlier, three members of the hotel staff were involved in controlling the different parameters of the AV and lighting system. With the introduction of Crestron solution, it is more centralized now and can be operated by one person, just using two iPads.

The Crestron AV3 features a substantially faster and more powerful control system, the 3-Series Control Engine which gives users the possibility of creating a unique and perfect experience spontaneously with the right lights, sound, and visuals in a swipe of a button on the iPad.

Alwi Din, AV Engineer/ AV Technician Supervisor of Pan Pacific Singapore said: "Investing in a resilient technology is paramount as it empowers staff to deliver seamless guest experiences while equipping our hotel with cutting-edge technology. Large spaces can be particularly challenging, and our ballrooms have benefitted from Crestron technology applications."

Equipment List

- Crestron AV3
- Crestron Airmedia 101

For additional information on Crestron, visit our website: www.crestron.com