



## Hines Chooses InterReach Fusion for Major Office Tower in Chicago

### CASE STUDY

One of the world's largest real estate companies, Hines is a privately owned, international firm that has provided the highest level of quality, service and value to its clients and investors for more than 50 years. The company has offices in 17 countries, with regional offices in Atlanta, Chicago, Houston (U.S. headquarters), London (European headquarters), New York and San Francisco, as well as 63 other U.S. cities. The Hines project portfolio consists of more than 1,100 properties including skyscrapers, corporate headquarters, mixed-use centers, industrial parks, medical facilities, and master-planned resort and residential communities. Currently, the firm controls assets valued at approximately \$25.8 billion.

Among these prestigious properties is Chicago's 300 North LaSalle, a 57-story, 1.3 million-square-foot office building that continues the extraordinary tradition of Chicago architecture. Rising 775 feet from the Chicago River, 300 North LaSalle is among the city's tallest buildings. It offers 200 feet of frontage along the river, including an outdoor plaza with seating and a large waterfront café. The property's other features include a three-level, 225-car underground garage, a white-tablecloth restaurant, a fitness center, and a conference center. Notably, 300 North LaSalle is a pre-certified Gold LEED-CS development and is extremely energy efficient.

From early in the building's construction phases, Hines management knew that an in-building wireless system would be part of the infrastructure amenities. "Access to an in-building wireless coverage system was part of the lease agreement for our largest tenant. We wanted to have an in-building wireless infrastructure that tenants could hook up to if they chose," says Aaron Bowman, construction manager at Hines.



## Finding the Right System

As the main building tenant, the law firm of Kirkland & Ellis would occupy half of the building, 28 floors. Their lease specified access to an in-building wireless system to which they could connect in their own offices, but also required Hines provide reliable wireless coverage in the building's lobby, garage, and other common areas.

"We wanted a system that we could deploy right away for the common areas and for Kirkland & Ellis to deploy in their space. It had to be able to support any service provider and any number of additional tenants who chose to purchase systems for their offices," says Bowman.

To find the right solution, Bowman and his team began talking with Chicago's major wireless service providers early in the process, looking for recommendations about in-building wireless solution vendors and beginning negotiations about the wireless service providers providing signal sources to drive the in-building system. The carriers recommended a distributed antenna system (DAS), and offered up contact information for the companies they deemed most reputable. ADC's name was at the top of the list.

"We ended up sending RFPs to three different vendors and we chose ADC," says Bowman. "Their pricing was very competitive, they had a very strong reputation with other large deployments in commercial buildings, and we were very impressed with the responsiveness they demonstrated throughout the bidding process. ADC's sales people worked with us on different scenarios and pricing options and convinced us that they would be good people to work with."

In addition to extensive experience deploying in-building coverage in many of the world's largest offices and hotels, ADC offered its InterReach Fusion® system, providing multi-operator coverage with a single set of electronics. Fusion's double-star architecture delivers equally strong coverage at all antenna locations throughout properties of any size. The system can be easily expanded to accommodate any number of users.

Since Hine's largest tenant would begin moving in as soon as the building was completed, Bowman brought Kirkland & Ellis into the process early as well.

## Deployment and Activation

In early 2008, ADC contractors:

- deployed 11 InterReach Fusion Main Hubs in the building's network operations center,
- ran fiber cabling up the utility riser from the third underground garage level to the 57th floor,
- deployed 34 Fusion Expansion hubs in wiring closets, and
- installed approximately 200 remote antenna units (RAUs) installed in the garage, lobby, fitness center, and in Kirkland & Ellis offices

As a result, the building offered almost complete coverage when Kirkland & Ellis assumed occupancy in March of 2008. However, Kirkland & Ellis had two blocks of floors in the building, one in the low-rise part of the structure and the other several floors above it. With unoccupied space in between, there was a coverage gap in the in-between floors as lawyers rode the elevator.

"Lawyers wanted to be able to get out of their cars in the parking garage while on the phone and ride up the elevator to any floor of their offices without losing the call," says Bowman.

To remedy the problem, ADC deployed additional RAUs in wiring closets on the floors between the two blocks of Kirkland & Ellis offices, and the output from these antennas was strong enough to provide coverage for the elevators, creating a seamless user experience for Kirkland & Ellis staff.

## Scaling the System

"The tenants have been very happy with the wireless service," says Bowman. T-Mobile (Kirkland & Ellis' corporate carrier) deployed a base station in the building's operations center, and a Verizon base station will be deployed soon. AT&T has also expressed strong interest in adding a base station of its own, and is currently providing coverage through a rooftop antenna and repeater.

Since the initial deployment of ADC Fusion, more tenants have occupied the building and have opted to purchase their own Fusion systems for wireless access. This included Boston Consulting Group, the law firm of Quarles & Brady, and private equity firm GTCR. Thanks to the main infrastructure provided by Hines, these tenants can cover their offices with a relatively small investment in additional in-building wireless equipment from ADC.

Throughout the process, ADC's commitment to outstanding customer service made acquiring and activating an in-building wireless solution as easy as possible.

"ADC has been fantastic," says Bowman. "When we needed AT&T coverage right away, they came up with the idea of adding a rooftop antenna to pull the AT&T signal from the outdoor network and bringing it down to our system. And they helped us negotiate with AT&T for permission."

Today, Hines' 300 North LaSalle offers first-class wireless service to go along with its first-class status as a premier Chicago office location. The InterReach Fusion system's high performance and ease of deployment, combined with ADC's extensive experience in commercial building deployments, have made it a comfortable and productive home for its tenants.

## Challenges

- Provide high-performance in-building wireless service for a 1.3 million square foot office tower with 57 floors and 3 underground parking levels
- Provide multi-operator wireless service in common areas with infrastructure for tenant access throughout the building
- Complete deployment in time for major tenant's occupancy

## Solution

- Multi-operator, high-performance in-building wireless system
- Scalable pay-as-you-grow solution for new tenants with easy to manage thin cable backbone throughout the property
- Swift installation addressing common areas, major tenant's areas, and corridors between for seamless communications



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ADC Telecommunications, Inc., P.O. Box 1101, Minneapolis, Minnesota USA 55440-1101  
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