



CASE STUDY

Waldorf Astoria Orlando Improves Guest Experience and Security with Advanced Door and Security Solutions

The Waldorf Astoria in Orlando is a prestigious 502-room hotel and luxury resort located on a sprawling 482-acre nature preserve, with its grounds bordered by Walt Disney World on three sides. At 15 stories tall, it is the first Waldorf Astoria ever built outside of New York City, making it a landmark property in Central Florida. To enhance guest experience and security, new ownership sought to upgrade both the building's openings and its security systems.



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– Gordon Nelson
Program Manager A3 Communications

To achieve these goals, **Pinnacle Door & Hardware** of Orlando partnered with **A3 Communications** of Jacksonville. Together, they successfully bid on a project that combined high-quality solutions across multiple scopes. Pinnacle Door & Hardware was awarded a contract to replace and upgrade the facility’s doors, frames, and hardware. This scope of work included the supply and installation of Marshfield doors and Ceco frames, which were customized to meet the hotel’s unique design requirements. Additionally, Pinnacle supplied 11-foot rod-iron exterior assemblies designed to blend seamlessly with the property’s luxury aesthetic while enhancing security. The contract also specified Sargent US10 hardware and dormakaba Saflok Electronic Hotel Locks, known for their reliability and ease of use in hospitality settings. Pinnacle collaborated closely with Assa Abloy’s Pedestrian Division to complete the in-ground concealed automation for the hotel’s entrances, creating an elevated guest experience with secure, automated access.

Recognizing an opportunity to expand the scope and offer a comprehensive security solution, a representative for Pinnacle, reached out to A3 Communications to explore the potential of adding a security component to the bid. This collaboration led to the inclusion of D28 solutions, adding \$99,000 to the overall contract. Everyone involved worked tirelessly to ensure seamless communication across multiple scopes of work. The high level of technical expertise, proactive service, and attention to detail led us to victory, and we couldn’t be prouder of our team.

A3 Communications played a crucial role in enhancing Waldorf Astoria’s security infrastructure. The company supplied and installed Avigilon camera surveillance systems to ensure that the property’s security operations would be both comprehensive and cutting-edge. A3 also upgraded the hotel’s dormakaba Saflok 6000 software, providing secure, user-friendly access control for guest rooms and hotel facilities. In addition, A3 replaced the existing Dahua CCTV system, improving video surveillance and monitoring capabilities.

Gordon Nelson, Program Manager for A3 Communications, shared his perspective on the collaboration: “Working alongside the Pinnacle team over the past 18 months has been a great opportunity to build a deep understanding of each other’s business operations. This has allowed us to bridge specification gaps and deliver solutions that meet and exceed client expectations. The success of this project solidifies our ongoing partnership and opens the door to future opportunities, including direct-to-end-user, higher-margin projects.”

This joint effort between Pinnacle Door & Hardware and A3 Communications illustrates the power of strategic partnerships in achieving complex, large-scale project goals. The collaboration demonstrated how companies can leverage their strengths—Pinnacle’s expertise in doors and hardware and A3’s proficiency in advanced security systems—to deliver a comprehensive, high-quality solution that meets the evolving needs of a luxury hospitality environment. As a result, the Waldorf Astoria Orlando now features a state-of-the-art security system, cutting-edge surveillance, and top-tier access control solutions that will serve the property for years to come.

The combined efforts of the teams at Pinnacle and A3 Communications not only secured a significant win but also laid the groundwork for future success. This project is a testament to the Total Opening Solutions approach, where collaboration and expert knowledge come together to deliver exceptional results for all involved.

