

sharedaccess[®]

Picture perfect connectivity for a global icon

Our innovative approach to delivering first rate mobile connectivity across all four UK operators for the National Gallery in London





Where it all began

After a competitive tender process, we were appointed by the National Gallery (one of the greatest art galleries in the world) to design, deploy, operate and maintain a multi-operator mobile connectivity service within its new office hub at the heart of the famous Grade I listed building in London.



Collaboration at its core

One Gallery Hub was designed to offer seven floors of inspirational, collaborative and efficient work spaces for over 250 gallery staff, as well as offering support for those working from home. The provision of reliable mobile phone coverage for staff in the dedicated spaces was an imperative.

The Challenge

Like so many other buildings, One Gallery Hub suffered with poor mobile phone coverage. This was due to a combination of original thick stone and brick walls, highly insulating modern construction materials - that essentially repel a mobile phone signal from outside - and the growth of buildings in the surrounding area which effectively blocked phone signal from reaching the building.

Our solution had to deliver mobile coverage for all four UK mobile operators across seven floors, including a substantial basement, while also being aesthetically sympathetic to the environment.

The Solution

We installed a DAS (Distributed Antenna System) inside the One Gallery Hub building, which connected via dedicated dark fibre to a BTS Hotel (base station hotel) located four miles away. Limited available space at the National Gallery had required an innovative solution for siting of the extensive telecoms equipment needed to service the connectivity. Our BTS Hotel houses all four mobile network operators' equipment in a dedicated and secure off site location and offers considerable energy and cost efficiencies.

We designed, installed and fully funded the project upfront and provide ongoing monitoring, maintenance and support of the site in partnership with the four mobile network operators.

The Result

The investment has seen mobile phone signal, data rates and speeds significantly improved throughout the building. There has been a lift in staff morale, greater productivity and a much improved occupancy of previously unused meeting rooms and breakout areas in the basement.

The system has the potential to be extended to other parts of the Gallery and designed to be able to offer 5G services in the future.



[Click above to watch the full case study](#)



This development of our new integrated office environment included significant technical investment, with the introduction of mobile connectivity throughout the space. Notwithstanding the physical constraints of the architecture and location, a solution had to be found that guaranteed mobile phone connectivity, ensuring staff wellbeing and the optimal function of our business. This has been achieved through our partnership with Shared Access. The combination of their technical expertise and business model, which funds all the up-front costs in exchange for an annual operating fee, has delivered a cost effective and highly successful solution for us.

Len Nunn

Head of Information Systems

THE
NATIONAL
GALLERY





We were engaged by The National Gallery to provide independent advice and support in connection with their desire to ensure their staff and visitors had access to high quality mobile communications in their new office space. Whilst their requirements in terms of connectivity were relatively standard, the restrictions imposed on equipment space and site works were onerous. We developed a detailed specification that captured all the requirements and went out to the neutral host market. The offer from Shared Access was unique in many ways and fully compliant with the tender requirements, with the remote base station hotel being particularly novel at that time. Their approach to the design and implementation of the DAS has been to a high standard and they have managed to deliver mobile services into the building to budget. The system also provides a platform for future expansion into public areas and, if desired, the potential to support public and private 5G technologies.

Mark Keenan

Director

realwireless.





Fast and reliable mobile connectivity within the workplace is not only an essential enabler of modern business, but also an expectation of the modern workforce. Neutral host networks provide a versatile and cost-effective solution for commercial property owners to meet this growing requirement for unhindered connectivity, and we're pleased to be partnering with Shared Access to deliver our superfast 4G coverage to EE customers within the National Gallery's employee base.

James Hope

Director of Mobile Radio Access Networks



The National Gallery is a historic building but its architecture featuring thick walls was not designed with mobile coverage in mind. Working with Shared Access, this new in-building connectivity solution will give our customers access to excellent 4G coverage while visiting, in addition to freeing up capacity for others in this busy part of Central London.

Iain Milligan

Chief Network Officer





Businesses, just like consumers, are relying on fast and reliable mobile connectivity more than ever. This is a great example of the industry taking an innovative and collaborative approach to improving connectivity, and we're delighted to see it has resulted in noticeable improvements in data rates and speeds for those working out of the National Gallery offices.

Alan Harper

Head of Access Delivery



Reliable mobile connectivity is vital to today's businesses, employees and customers. Despite the challenges of the building, The National Gallery have recognised this and invested in improving mobile phone signal. We are delighted to be partnering with Shared Access to deliver 4G coverage within the National Gallery, resulting in significantly improved data rates and speeds to the benefit of their employees. This is a great example of what can be achieved by taking a collaborative industry-wide approach.

Kathryn Platt

Head of UK Indirect Business



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