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Case study:
Delivering best-in-class
mobile connectivity at
20 Fenchurch Street

H Properties

20 FENCHURCH STREET



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Building connectivity is an essential element part of our customer experience and we therefore strive to provide the best coverage across all parts of the building.



Philip Jacobs, UK Director at H Properties





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20 Fenchurch Street, home to the iconic Sky Garden, is one of London's most distinctive and prestigious office buildings. Designed by Rafael Viñoly, it combines striking architecture, premium amenities and a commitment to sustainability. To maintain this standard, H Properties has been continuously investing in the building's infrastructure - including seamless mobile connectivity that benefits both occupiers and the thousands of daily visitors. Whether working, dining or enjoying the panoramic views, everyone stays connected in one of the capital's most popular destinations.



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The challenge

As a modern, high-specification office building with complex layouts and significant visitor traffic, 20 Fenchurch Street needed robust mobile coverage across all networks. Savills, the property management service partner of H Properties, sought a trusted long-term partner to enhance and maintain the building's mobile infrastructure - a goal that closely reflects H Properties' commitment to creating exceptional spaces and services to enhance customers' happiness.



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Seamless mobile connectivity is essential for our firm, ensuring that our lawyers and staff can communicate effectively with clients and colleagues - whether in the office or on the move. The improvements delivered by Shared Access and Savills at our London office, 20 Fenchurch Street, have significantly enhanced call quality and data speeds, eliminating previous connectivity challenges. This investment in best-in-class mobile infrastructure not only supports our day-to-day operations but also reinforces the building's position as a leading workplace in the City.



Nicky Kyriacou, Office Services Manager at Baker Botts LLP





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The solution - delivered by Shared Access

H Properties and Savills partnered with Shared Access for their proactive, long-term approach to mobile connectivity. The result is a robust, fully managed solution that delivers seamless coverage across all networks, regardless of layout changes or user demand. By working directly with tenants, Shared Access keeps connectivity optimised - supporting productivity for occupiers and a smooth digital experience for Sky Garden visitors.



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Exceptional results: a testament to excellence

The results of this collaboration speak for themselves. 20 Fenchurch Street has achieved a 100/100 Platinum rating with WiredScore, underscoring its position as one of the most digitally advanced buildings in London. This perfect score is a testament to the investment made in best-in-class connectivity and the expertise of Shared Access in delivering top-tier mobile infrastructure.

Furthermore, the building has been recognised for its overall excellence, winning a prestigious CIBSE award for energy-saving and sustainability initiatives. This recognition reflects the continuous investment H Properties has made in ensuring 20 Fenchurch Street remains at the forefront of innovation and efficiency.

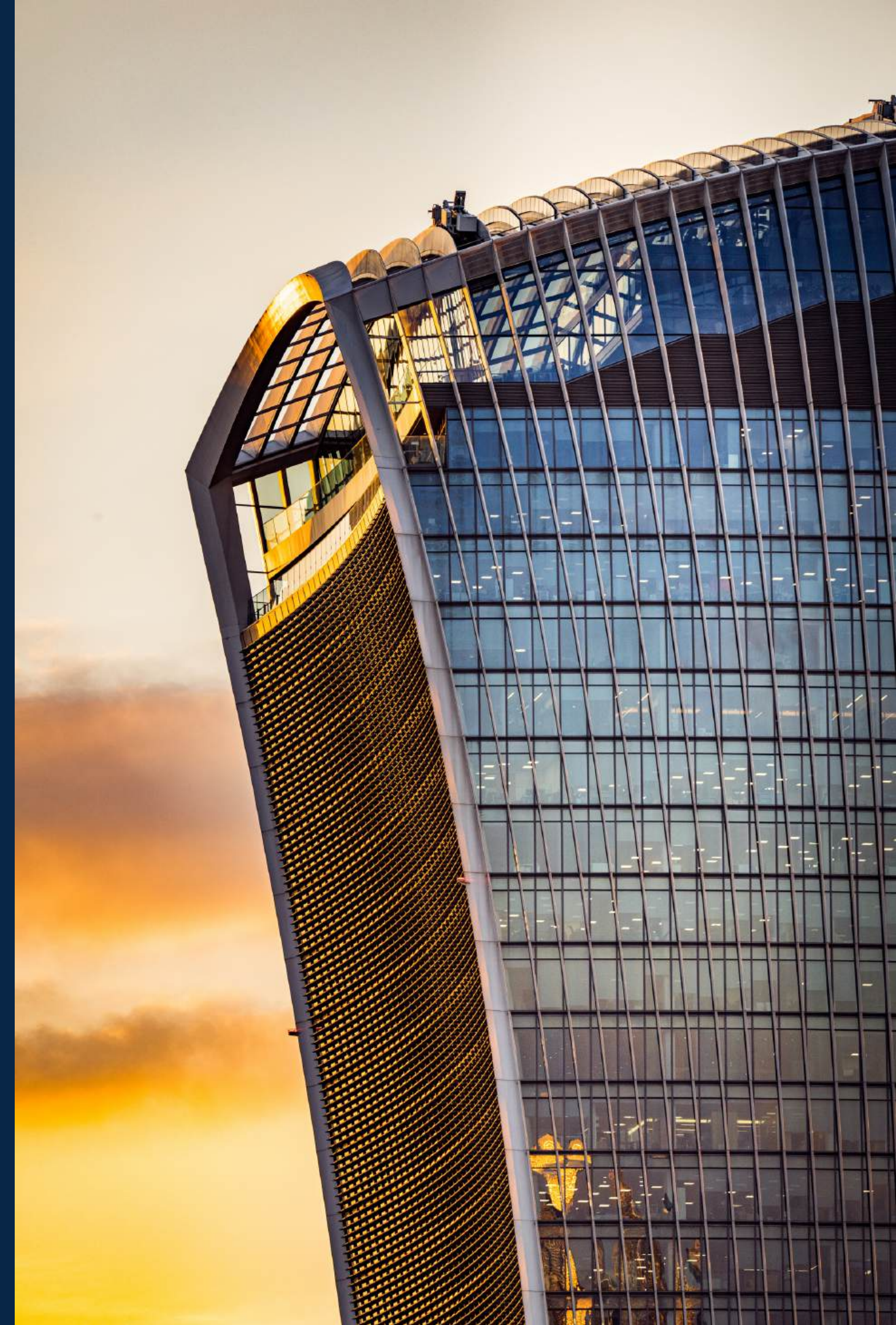


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*Achieving WiredScore Platinum reflects our
commitment to world-class digital infrastructure.*

Sean Harlow, Head of Engineering at Savills





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A trusted long-term partner

H Properties' and Savills' decision to work with Shared Access was based on more than just technical capability; it was about securing a long-term, reliable partner who could continually support the building's evolving needs. Shared Access's wrap-around package, proactive service and tenant-first approach have cemented their position as a trusted provider.



At 20 Fenchurch Street, we aim for excellence in every aspect of the building. Our partnership with Shared Access has ensured that we deliver the very best mobile connectivity to our occupiers. Their proactive approach and commitment to quality have been instrumental in helping us achieve WiredScore Platinum status.

Sean Harlow

Head of Engineering
Savills

We are proud to support 20 Fenchurch Street in delivering seamless mobile connectivity. Our long-term approach ensures that tenants always have the best possible experience and our direct engagement with occupiers allows us to optimise the network in real-time. This partnership with Savills is a perfect example of how premium office spaces can maintain world-class connectivity.

Sam Jackman

Chief Development Officer
Shared Access



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Conclusion

Partnering with Shared Access has helped 20 Fenchurch Street maintain its status as one of London's leading office buildings. With best-in-class mobile connectivity, a WiredScore Platinum rating and BREEAM In-Use "Outstanding" certification, the building sets a benchmark for digital and environmental performance. Shared Access plays a key role in sustaining this standard, working closely with H Properties, Savills and tenants to ensure connectivity remains seamless and future-ready.



WiredScore

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