



Case study

How Jerwood Space provided quick and versatile broadband to multiple customers at once.

The best bits...



Challenge:

Lots of users logging on and off.

What we recommended:

Business Broadband, plug and play broadband, quickly installed and ready for multiple users – it's the simple service they were looking for.

The key benefits:

- No cables
- Quick set-up
- Maintenance free

Customer profile

Jerwood Space provides renowned rehearsal facilities for theatre and dance companies in the heart of London's SE1. Young dance and theatre groups develop their work at a greatly reduced cost, working alongside established professional companies who pay competitive rates. The building also has gallery spaces, meeting rooms and a café, all of which are open to the public and are available for hire.

Customer challenge

Companies use Jerwood Space to rehearse and are sometimes in residence for four to six weeks. The theatre and dance groups that use the space need constant WiFi connectivity for emails and social networking. Also, the broadband service needs to be versatile enough to provide coverage for the customers using the café, meeting rooms and gallery spaces, providing connectivity for 150 - 200 users a day. Jerwood Space has no IT department and wanted a simple, plug and play solution requiring little to no maintenance and a quick installation.

JERWOOD SPACE

Our solution

We suggested our Business Broadband as a service with no phone lines or intrusive cables that can be installed and moved around the building with minimal fuss and disruption.

"Relish's plug and play business broadband couldn't be easier and quicker to install," says Peter Wilkinson, Director of Jerwood Space. "There was no road digging, no phone lines or unsightly cables to worry about, we've got the perfect solution for our busy space." Jerwood Space now have several Indoor Hubs that provide WiFi in different areas that can be moved around as needed. "With our staff being constantly on the go and no IT department to sort out any cabling and connectivity issues, Relish Business Broadband, quick to set up and easy to log on to, is just ideal for our working environment."

The results

"Before we had Relish Business Broadband installed at Jerwood Space we regularly had one to two complaints per week from users who were having connectivity issues," says Peter. "Since then the only queries we've had turn out to be device-related so the service is working very well and I'm very pleased with it."

"We never have bandwidth issues even when we have 40-50 people rehearsing and they all break at the same time, logging on to check their devices while there are other people using WiFi elsewhere in the building.

The setup manages the load very well and it's quick and easy for users to get started as we have the same password for the whole space; users just obtain it from our staff.

Our customers have been very positive about Relish's broadband service. There's interest in our WiFi from everyone who comes here and uses it as they have such a positive experience. They're impressed when we tell them it's not a cable service but is provided by 4G business broadband."

With our staff being constantly on the go and no IT department to sort out any issues, Relish Business Broadband, quick to set up and easy to log on to, is just ideal.



Peter Wilkinson
Director of Jerwood Space



A little about us...

Relish is a new communications provider for central London. We know London businesses are always busy and on the move, so our services help you get online quickly and easily at fast speeds without any hassle.

Our exclusive 4G and wireless networks mean that you can get online, fast, without needing to wait for a broadband installation guy, long contracts or unwanted landlines.

From our Business Broadband services through to our Dedicated Business Internet, if you're in need of fast internet without the fuss, from Tower Bridge to Hyde Park, Mayfair to Marylebone, Shoreditch to Southwark, we've got you covered. Plus our Mobile Broadband puts a WiFi hotspot in your pocket when you're out and about.

For more information,
call us on 0330 686 6600
or visit relish.net

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