



Landlord case study

How Jerwood Space introduced its tenants to our Dedicated Business Internet service.

The best bits...



Challenge:

Don't disrupt us, it's a busy space.

What we did:

Connected Jerwood Space's tenants without disturbing any other users.

The key benefits:

- Hassle-free installation tailored to the building
- No unsightly cables
- Fast reliable internet
- Install within 10 working days

Landlord profile

Jerwood Space provides renowned rehearsal facilities for theatre and dance companies in the heart of London's SE1. It also offers gallery spaces, meeting rooms and a café, all of which are open to the public and are available for hire. Alongside these facilities are two long term tenants, an architectural practice and a corporate office design consultancy, which had our Dedicated Business Internet service installed because they were so impressed with their landlord's broadband service.

Landlord challenge

The tenants at Jerwood Space were after reliable wireless connectivity to be installed in their offices, with the high-speed internet access they had experienced in the rest of the space but with the guaranteed bandwidth their business needs. "One tenant," says Peter Wilkinson, the landlord and Director of Jerwood Space, "spoke to BT about installing their service and they were horrified to find this meant running cables through the building, something that would be disruptive to the other users of the space, not to mention ugly." This meant that our installation had to be quick and hassle-free whilst looking like it wasn't there at all.

JERWOOD SPACE

Our solution

We worked with Jerwood Space to ensure their tenants were connected without disturbing any other users, from 150 to 200 people a day, plus also making sure we didn't leave our mark on the building in any way.

"Dedicated engineers visited the building to look at the tenants' offices and measure up," says Peter. "They took photos and then went away and created a mock-up of the space to show what the tenants' set-up would look like and where the points would sit. We're all creative people and this visual approach was spot on - we could immediately see that the installation would work around us, not the other way round."

"Having a detailed location diagram was great - other suppliers wouldn't even give us cable routes."

The results

"The service we received from Relish couldn't have been more different from previous experiences," says Peter.

"I look at these things as a landlord who has big concerns about damage to his building, but the process was so straightforward. We communicated regularly via email once the drawings were approved and agreed a date for the installation work when the tenants had seen the plans."

"The engineers did have to run some cable into the building but neatly resolved the question of how to hide it by clipping it in place behind a down pipe. I was very happy with this and was so impressed that the service was tailored to the building."

"Both tenants are really pleased with their new internet connection. It was installed quickly without any disruption to the building and it's working exactly as promised. It's fast, they have good bandwidth and it's hassle-free - there's been no cause for using customer service or support, they can just get on with their work."

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*Peter Wilkinson
Landlord and Director,
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 fibre-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 fibre-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
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