



CASE STUDY

The Derby Conference Centre

The Derby Conference Centre supply hospitality services to a variety of customers both locally and nationally. Whether you are looking to plan a wedding, book in for a corporate event, or want comfortable and great value accommodation, they pride themselves on exceptional customer service for every guest.

THE OVERVIEW

When planning a conference it is important to know that you are in safe hands, but the majority of hotels can't guarantee a fast and secure internet connection. As a result, customers cannot effectively communicate both internally and externally.

THE CHALLENGE

In this mobile society an increasing number of companies are implementing hot desking and allowing employees to work on the move. As a result, there is a tremendous demand for wireless access for overnight guests and even for conferences and trade shows where voice-over-IP and video and audio streaming are all competing for the same internet pipe.

In hotels you will often find the internet is patchy; signal will frequently drop out, the router will constantly need rebooting and customers are forever complaining as they cannot connect to a reliable connection. This is because traditionally hotels pay for a maximum of 2MB shared internet access but Derby Conference Centre wanted to offer their clients more.

DCC did not want to just provide internet access to aid communications, they wanted to provide an unparalleled service for conferencing in the form of superfast Wi-Fi and turned to GCI for help.



THE SOLUTION

To provide an end-to-end solution and drive Derby conference centre's business forward, GCI installed a 30MB dedicated fibre lease line, switches, routers and configurations for their whole system.

This pipe line is their own, they have their own router and SLA's guarantee no downtime with a duty, and a promise, for GCI to instantly respond and fix any issues.

In addition to this, GCI installed 28 high speed Aruba managed wireless access points throughout the hotel to compliment the ultra-fast piping. Used in our own buildings as well, the modern N-series spans out the connection reach, flood-wiring the whole building with a reliable internet connection.

Now customers can be anywhere in the Derby Conference Centre and take advantage of this new service. Whether they want to work on the move, Skype or Lync family far away, or hold a remote presentation to a crowd of business prospects, they can be confident in the internet connection provided.

GCI have helped Derby Conference Centre provide a connection uncontended by competition in the area through robust connection and SLAs.

THE BENEFITS

- 28 x Aruba access points
- 30MB dedicated fibre lease line
- Service Level Agreement
- Increased revenue streams
- Ultra-fast internet connection

"As a service provider, we believe that digital connectivity is essential to today's social and business activity, especially for our conferencing customers. Our venue's investment into high-speed fibre broadband will make a real contribution to our client's activities.

Wherever you are in the building now you get obtain a signal. Regular guests and new guests alike have commented on the service and we are very happy with the result.

Mike Ebbitt,
Managing Director

For more information regarding our services please contact us at:

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