



**Sector:** Public Sector

**Services:** WiFi survey, wireless network design, installation, configuration, network support.

**Highlights:**

- Fast wireless network optimised for high-density areas.
- Improved customer service with faster, more reliable WiFi for visitors.
- Time saving – any issues with the network can now be managed remotely.
- Improved security via a new guest acceptance portal.
- Increased business as visitors stay longer.
- Improved access to training materials for users.

## Uckfield Town Council

**Uckfield Town Council improves efficiency and builds the foundation for its digital business with a new high-performance wireless network solution from WiFi experts Redway Networks.**

Uckfield Town Council has replaced its under-performing legacy network with a new high-performance wireless solution from WiFi experts Redway Networks. The new network, built on a robust design, provides an exceptional wireless performance to the town council for delivering services for its visitors and mobile working for its staff.

Uckfield Town Council plays an important role in the community by providing facilities for residents and visitors alike. The Civic Centre has offices, seven conference rooms and open public access - including a restaurant – which can see hundreds of visitors per day. Due to the number of visitors to the town council, having a secure, reliable wireless environment is key to its efficiency and the town council's existing WiFi was not up to the job as it was slow, un-reliable and couldn't cope with the usage demand.

Mark Francis, Estates & Facilities Manager at Uckfield Town Council says: "Our existing WiFi was scattered which meant we couldn't scale the network. We actually had two networks, one for service which wasn't WiFi and one for WiFi, so we had to use several repeaters, meaning we had constant issues with coverage, interference and downtime. We were also concerned about network security as we hold large events for up to 280 people and our restaurant can hold 100, so we have a considerable number of visitors accessing the network at the same time".

**“Our new wireless network has been a massive leap for the town council as it provides us with an agile, secure network that can keep pace with our changing requirements”.** Mark Francis, Estates & Facilities Manager, Uckfield Town Council

In addition to providing a better WiFi experience to visitors, Uckfield also wanted to encourage a more agile workforce by enabling staff to login to services from anywhere via a secure VPN. Mark knew that the town council’s current network couldn’t support its needs. Mark says: “I was recommend to use Redway Networks and after conducting an in-depth Ekahau wireless site survey Redway recommended a new wireless solution that would fit our needs.”

## **Uckfield Town Council selects New Wireless Solution from Redway Networks**

Uckfield Town Council chose to move to a next gen WiFi solution due to their reliability, ease of use and the fact it can be managed remotely through a cloud-based dashboard. Redway Networks then built a virtual model of how the new network (which included HPE Aruba switches, 10 high-powered access points, firewall and security software) performed to verify all the apps and devices worked efficiently before the new network was installed. Mark says: “During the install we had a great service from Redway’s engineers. We had some complex troubleshooting to get around and they coped with it easily.”

### **The Redway wireless solution is a massive leap for the town council**

Uckfield Town Council now has a high-performance wireless solution with a VPN that provides unlimited connectivity 24/7, fast download speeds and the ability for staff to connect from anywhere, which is important to operations and efficiency. Customer service has been improved as visitors now have much faster, reliable WiFi connections and the new guest acceptance portal keeps the network secure. Mark says: “Our new WiFi is great as it means visitors stay for longer and our conferencing and training facilities run better as hirers get a better conference service. We’ve also seen an increase in business at the restaurant which is great.”

Uckfield Town Council has improved business agility and Mark is pleased as he is spending considerably less time monitoring the new network. Mark says: “Being able to manage the network remotely really saves time and if I do find any issues, I can identify where they are and resolve them quickly”.

He continues: “The support I’ve had from Redway has been outstanding, for example, one evening I had issues logging into the VPN and one of Redway’s engineers got straight back to me, logged in remotely and sorted the problem out, which is what I call an outstanding service.”

Its new wireless solution has been a massive leap for Uckfield Town Council as it provides an agile, secure network that can keep pace with new technology requirements. Mark says: “I can now look at future projects such as the installation of cameras across the town, connected to our network to monitor our building, which I’m already talking to Redway about”. He continues: “Redway Networks has given me the best service I’ve ever received from an IT company and its wireless expertise, product knowledge and service is first-class.”

**“Redway Networks has given me the best service I’ve ever received from an IT company”.**

**Mark Francis, Estates & Facilities Manager, Uckfield Town Council**



**Wireless Solutions. Made Simple.**

Redway Networks is a leading WiFi specialist with expertise in the planning, design and installation of enterprise-wide wireless networking solutions that deliver affordability, scalability, and a frictionless deployment to its customers. Using world-leading wireless technology, Redway Networks supports all your connectivity needs and provides a robust foundation for your digital business.