

# ROYAL MUSEUMS GREENWICH

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## PROFILE

Royal Museums Greenwich (RMG) incorporates the National Maritime Museum, Royal Observatory Greenwich, the 17th Century Queen's House and the Cutty Sark.

The National Maritime Museum holds the world's largest collection of maritime objects and information, and tells the story of Britain and the importance of the ocean in our lives today.

Together, this unique collection of attractions, which form a key part of the Maritime Greenwich UNESCO World Heritage Site, works to illustrate for everyone the importance of the sea, ships, time and the stars and their relationship with people.

## GOAL

- Provide complete WiFi coverage across the estate
- Fully managed and supported by the WiFi service supplier
- Simple to deploy, sympathetic and unobtrusive to the listed buildings
- VLAN and Multi SSID Support
- Seamless roaming across the estate
- Analyse visitor profiles
- Enhance RMG's marketing streams
- Prevent access to malicious and offensive web content

## RESULT

WiFi SPARK carried out a full radio air survey across the four sites to build up a picture of existing coverage and put a detailed proposal together.

A SPARK® gateway was deployed in their data center along with a central wireless controller to manage the multi-venue end user experiences. This provided easy administration of reports and analytics and kept on-site hardware to a minimum.

Dual radio access points were installed at each of the venues to provide blanket coverage throughout the public areas.

" WiFi SPARK's centrally managed system provided **seamless roaming** across the estate and delivered a solution that was **centrally managed** as well as supported by proven experts in the industry"

Dean Moody  
Chief Commercial Officer  
WiFi SPARK Ltd

## CUSTOMER PROFILE

Royal Museums Greenwich (RMG) incorporates the National Maritime Museum, Royal Observatory Greenwich, the 17th Century Queen's House and the Cutty Sark.

The National Maritime Museum holds the world's largest collection of maritime objects and information, and tells the story of Britain and the importance of the ocean in our lives today.

The Observatory, home of Greenwich Mean Time and the Prime Meridian Line, is one of the most important historic scientific sites in the world. The Queen's House, England's first classical building, is a rare surviving example of the work of Inigo Jones, the man who revolutionised English architecture of the period. The Cutty Sark is one of the world's most famous ships; the last surviving tea clipper and the fastest and greatest of her time.

Together, this unique collection of attractions, which form a key part of the Maritime Greenwich UNESCO World Heritage Site, works to illustrate for everyone the importance of the sea, ships, time and the stars and their relationship with people.

## GOAL

The RMG already had a partial wifi network across its sites, including guest wifi. However, this network had been developed piecemeal over a number of years and was not fit to be developed further to meet speed and efficiency expected by staff, researchers and visitors.

There was no consistency across the network, some buildings had little or no coverage, spare parts were hard to source and service support was inadequate. What was needed was a high quality, comprehensive system which worked smoothly across all four sites, complete with full support.

## SOLUTION

WiFi SPARK carried out a full radio air survey across the four sites to build up a picture of existing coverage. With this information we identified the areas which needed additional coverage and developed a plan to upgrade and improve the equipment. Over the course of just two days WiFi SPARK engineers fitted the kit necessary to connect thousands of visitors.

A fully functioning system was only part of the required solution - WiFi SPARK also provided a full back up service, protecting users with their proprietary filtering software and giving RMG peace of mind in the event of any problems.

### Royal Museums Greenwich key features:

- Simple to deploy
- Fully branded to RMG's exact specifications
- User and device analytics
- Marketing opportunities and data analysis
- Flexible bandwidth choices
- 24/7 UK-based helpdesk support for gallery staff and WiFi users
- Fully compliant to legal requirements as well as filtered IWF compliant internet access