



## Case Study: Sage Gateshead - WiFi Project



### The Sage Gateshead

**Customer:** Newcastle United FC

**Website:** [www.thesagegateshead.org](http://www.thesagegateshead.org)

**Number of employees:** XX

**Country:** UK

**Industry:** Music venue & education

**Customer Profile:**

The Sage Gateshead is an international home for music and musical discovery, bringing about a widespread and long-term enrichment of the musical life of the North East of England.

**Software and services:**

- Expansion of WiFi coverage for conference delegates
- Installation of 15 Cisco Wireless Access Points and antennas throughout Hall 1
- Category 6 network outlets

*“The Sage Gateshead is a one-off. Occupying one of the most dramatic urban sites in Europe, the spectacular open public spaces and glazed front offer superb sweeping views across the River Tyne and the vibrant and exciting cityscape of Newcastle Gateshead.”*

### Business Needs

The Sage Gateshead is one of the most popular conference venues in the UK. The two main halls have world-class acoustics with state-of-the-art technical facilities, sitting alongside two large multi-purpose rooms, a spectacular glazed concourse, café, bars, brasserie restaurant and foyers with stunning river views: making the Foster + Partners designed building an ever popular conference and event venue.

Despite having Wi-Fi capabilities through the majority of the building, the largest and most impressive space in Hall One was yet to have Wi-Fi facilitated. With a growing reputation as a state of the art conference facility and a busy schedule of large events coming up, the Sage Gateshead decided that Wi-Fi should be installed this autumn ahead of one of the ESPR conference – one of its largest conferences to date.

### The Solution

To facilitate the WLAN coverage needed within Hall 1, a total of 15 Cisco wireless Access Points (APs) were installed across three levels of the hall.

It was vital to ensure that careful attention was paid to the location of each AP so that they would not impact on the important acoustics and aesthetics of the hall and so visual surveys were carried out to find

the correct positioning. Specific antenna types were also chosen that would provide the required coverage but would not be visually intrusive.

As the existing Wireless controller was operating at maximum AP capacity, the AP devices installed in Hall 1 were ‘autonomous’ rather than managed by the central controller. It was agreed that moving forward, once the WLAN controller capacity is increased, the AP devices would migrate to be managed by the controller.

Wired network outlets were required throughout the Hall to connect the new APs to the network, utilising the existing Power over Ethernet switch ports.





### The Benefits

The Wi-Fi install to Hall One will now allow The Sage Gateshead to offer one of the most impressive conference and event spaces within Europe, fully equipped with state-of-the-art facilities. With such a strong conference offering, The Sage Gateshead can now expect to have an even busier and more high profile calendar of events for the coming years, driving thousands of national and international visitors to site and to the region.

Ian Salt, IT Manager at The Sage Gateshead said "This was a significant and important investment for us but we knew that by working with Knowledge I.T the installation would be delivered well and would cope with the demands of a large scale event such as ESPR."

"Knowledge I.T worked incredibly efficiently to install the Wi-Fi ensure our daytime schedule of events was not

interrupted. Meticulous attention to detail was shown from the Knowledge I.T team when designing the project and we're now looking forward to a busy schedule of events throughout 2012 with this enhanced capability."

**KNOWLEDGE I.T**

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