

Omada Improves the Guest Wi-Fi Experience at Manchester Hall

Project Scope

A five-floor building, holding over 3500 people

Customer Profile

Name: Manchester Hall
Industry: Hospitality
Location: 36 Bridge Street, Manchester, M3 3BT

Challenges

- Has a large number of business and leisure users
- Relies heavily on the network and needs fast resolution if anything goes wrong

Solutions

- ER8411 x 1
- OC300 x 1
- SG3452P x 1
- EAP670 x 20

Manchester Hall is a large-scale hospitality venue in the heart of Manchester. Learn how Omada products and services have ensured seamless and reliable internet access for all of their guests and office staff in Manchester Hall.

Omada Wi-Fi 6 APs Offer Speedy and Reliable Wi-Fi Networks for Large Number of Users

Manchester Hall is a huge venue. It hosts events, conferences, and weddings, offering a choice of restaurants and guest bedrooms across five floors. Reliable, high-speed Wi-Fi is essential for such a large number of business and leisure users, as well as its staff and management operations.

LIV Unified Comms, a full circle technology firm based in Manchester, installed 20 EAP670 ceiling-mount Wi-Fi 6 access points throughout Manchester Hall.

This high-performance Wi-Fi 6 access point offers blazing-fast speeds up to 5378 Mbps. Its Wi-Fi 6 features such as OFDMA and 4x4 DL/UL MU-MIMO ensure efficient data transfer and improve network throughput for multiple clients across congested environments. All these technologies have guaranteed fast connections and maximum uptime to guests and staff at Manchester Hall.

The Omada Platform Reduces Network Maintenance Complexities

Along with EAP670, LIV installed an Omada ER8411 simultaneous Multi-WAN VPN broadband router, an OC300 hardware controller, an Omada 52-port Gigabit L2+ managed switch with 48-Port PoE,

and configured them using the Omada platform, providing separate networks for staff and guests with VLANs. LIV continues to monitor, support, and maintain the network remotely.

Featuring hybrid cloud technology, the Omada OC300 hardware controller enables control of the entire network from anywhere, anytime. The intuitive dashboard provides real-time network

status and traffic distribution insights. Paired with real-time network topology, a Wi-Fi heatmap simulator, and visualizable network reports, the Omada platform empowers LIV to troubleshoot issues proactively and promptly.

"The project was a no-brainer, because we're a huge venue and we rely on Wi-Fi and networking. With the Omada platform and the team at LIV Unified Comms, everything works for us and we don't have any problems."

—Richie Bagnall, Operations Director, Manchester Hall

Omada Products & Services Provide Reliability Throughout the Whole Process

From the initial solution planning and ongoing management to optimization after installation, TP-Link Omada strives to add value in the market, providing reliable products and service to customers.

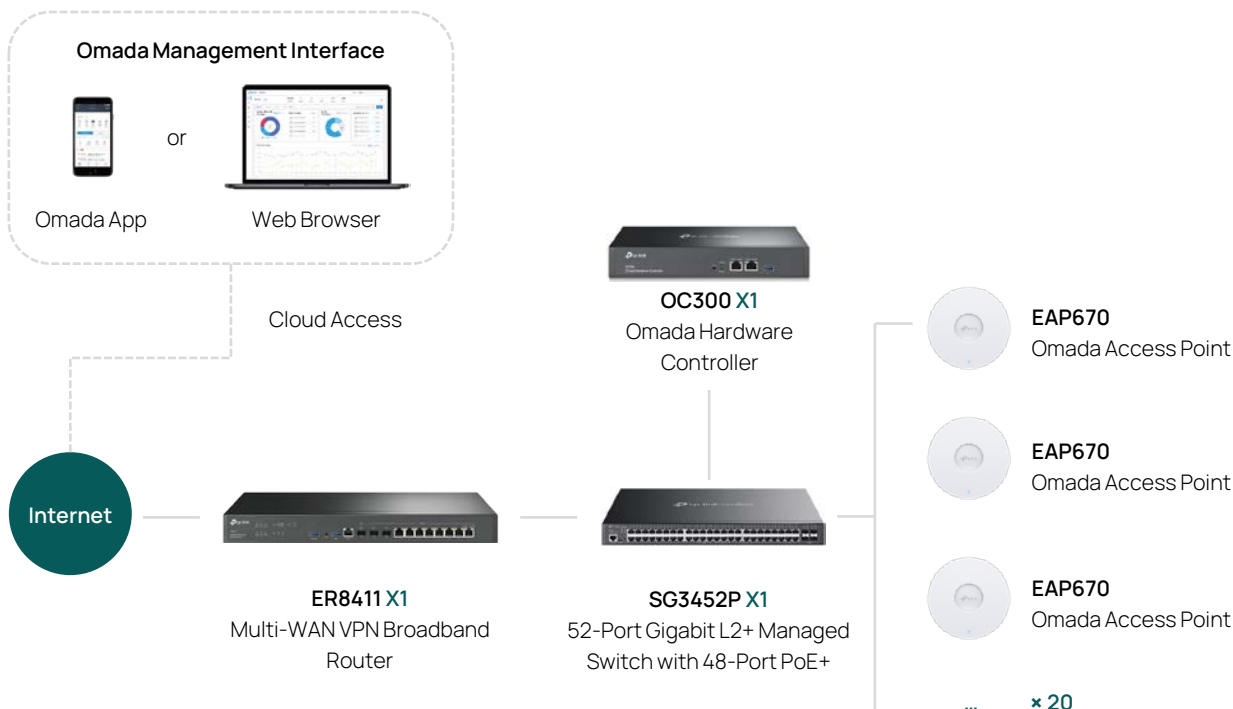
Before installation, Omada's technical team assisted LIV in designing an optimal solution, detailing the ideal number of access points for seamless venue coverage, as well as management and licensing needs. Installing the Omada products was straightforward - the access points were easy to mount and configure.

The Omada dashboard includes an automatic Wi-Fi optimization button, making it easy for installers to configure channels and frequencies for optimal performance. TP-Link's high level of technical support for the LIV team also sets them apart. "It's great to have contact with people at the manufacturer who really know the products, so you can always get any advice or information you need quickly," said Ben Ganley, Managing Director of LIV Unified Comms.

Since installation, the Omada network has delivered consistent, high performance. Additionally, the end-to-end Omada solution brought substantial cost savings, totaling roughly half the expense of re-licensing Manchester Hall's legacy Wi-Fi.

"Since we installed the network, there has been very little if any contact with our technical support desk. We monitor the network constantly and there are no issues. The feedback from our customers at Manchester Hall has been great. We would absolutely recommend TP-Link Omada to others in our sector - their service is probably the best we've ever had from a vendor or manufacturer."

—Ben Ganley, Managing Director, LIV Unified Comms



Challenges

Wi-Fi is a key service in the hospitality industry and makes an impression on event bookers from their first visit. Manchester Hall's Wi-Fi and networking was seven-year-old. LIV recommended replacing all the legacy Wi-Fi and networking equipment, to provide the fast speeds and secure, easy access that guests and the team needed.

Solution

LIV installed Omada controllers and access points throughout Manchester Hall and configured them using the Omada platform. TP-Link's technical team provided information to help LIV design the best solution, including the right number of access points to cover the entire venue seamlessly, management and licensing.

Result

The newly installed Omada network performs consistently well, guaranteeing maximum uptime to guests and staff. There's also a significant cost saving: the total amount for the end-to-end TP-Link solution was around half the cost of re-licensing Manchester Hall's legacy Wi-Fi.