



Success Story

Newton Abbot Leisure Centre Connect with WiFi Spark

Overview

Profile

Sector: Town & Community
Website: teignbridge.gov.uk

About

The leisure centre is located in the town of Newton Abbot, Devon and offers a vast range of facilities for the town and surrounding areas. Newton Abbot Leisure Centre recently

underwent a £2.7m redevelopment project as a result of a successful lottery bid by Teignbridge District Council in association with Newton Abbot Town Council, Devon County Council, Teignbridge Primary Care Trust and Sport England.

Solution Features

- Full WiFi compliance
- Branded User Experience
- Content filtering
- User and device analytics
- Quality hardware
- Lawful intercept capability
- 24/7 UK helpdesk
- Bandwidth control

Requirement

To compliment the leisure centre's refit, the leisure centre required a fully managed WiFi solution that they can offer to new and existing customers for free. Budgets being tight the service must be economical to run, yet still provide the quality expected by the centre's Managing Director – Martin Hough. Offering WiFi not only enhances the existing customer's experience by providing them access to Internet radio stations and streaming music / TV services while working out in the gym but also but also the opportunity to provide business meetings, conferences and events.

Solution

The solution included a SPARK Gateway and additional enterprise class access points, which offered a range of features including a customised and branded welcome page, content filtering, (since this is a family environment), usage statistics, bandwidth control and reporting. As with all our customers, the leisure centre benefits from our 24/7 support service so in the event that they require assistance, we

can provide an immediate remote response. The system is also monitored remotely so in the unlikely of a problem, we can troubleshoot the issue before the customer is made aware. WiFi SPARK operate a service level agreement and ensure that the system is within its operational parameters.

Benefits

- Free WiFi to visitors, staff and members
- Fully customisable service
- 24/7 Support
- Excellent value service for customers
- Enhanced user experience

Users of Newton Abbot Leisure Centre can now enjoy streaming music, podcasts or even Internet TV whilst they exercise, reducing the reliance on the old fashioned radio/TV links. As a free service the centre has another feather in its cap and a valuable differentiator in competitive times, safe in the knowledge of sterling support from WiFi SPARK.