ZYXEL

Success Story

Putting a community space to work : Stephen Lawrence Charitable
Trust expands with networking upgrade from Zyxel

INDUSTRY Community, non-profit

CUSTOMER Stephen Lawrence Charitable Trust

COUNTRY UK

SOLUTIONS Nebula Cloud Managed Solution

Overview

Challenges

- Achieving faster, wider and more secure connectivity to support growth and the ability to take on business tenants
- Maintaining a business-wide network without full time IT support
- Implementing a scalable network solution that will grow with an expanding number of daily and external WiFi users

Solution

- Nebula Cloud Managed Solution

Results

- Quick, stable network across the whole centre
- Stronger and faster WiFi

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Background

Stephen Lawrence Charitable Trust works with young people from disadvantaged backgrounds aged 13 to 30 to inspire and enable them to succeed in the career of their choice. The Trust believes that someone's background should not limit what they can achieve and run high impact programmes that inspire and enable young people from disadvantaged and underrepresented backgrounds to succeed.

The Trust owns an iconic building, The Stephen Lawrence Centre, in South London which was built in 2008. In 2017, the interior of the building was redesigned by world-famous architects Gensler, introducing the co-working hub, Your Space. The operation of Your Space required fast wi-fi throughout the whole building to support multiple users and enterprises.

Stephen Lawrence Charitable Trust now enjoys a quick, stable network across the whole centre. In the 12 months since the Zyxel system was installed, Vibrant Networks, which monitors the new network, hasn't received any calls for support or to fix issues. The trust can now work more efficiently, without having to worry about the Wi-Fi or IT systems. Importantly it has also been able to expand the number of users on the network, now up to 70 a week including tenants, with no downtime or loss in connection.

Challenges

As a non-profit organisation, Stephen Lawrence Charitable Trust doesn't have dedicated IT support service or set up, relying instead on one part-time IT volunteer to help troubleshoot devices and reset routers. Originally, the centre was fitted with just one router and a Wi-Fi extender to boost the signal in more distant parts of the building, which often failed. As a result, the signal was poor, network transparency was limited and the Trust had no central bandwidth control. As the trust grew larger and wanted to include separate businesses on its Wi-Fi network, it was faced with a growing concern: the need for faster, wider and more secure network coverage.

"Previously, we only had Wi-Fi for staff, which constantly broke down and only had signal in certain areas of the building. So, we knew that to transform our new centre into a co-working space, we needed a faster, more stable network. Since installing the Zyxel Nebula system our Wi-Fi is stronger and faster, and we have been able to take on tenants who can use our centre as their office.

Solutions and Benefits

The trust approached IT support provider Vibrant Networks, initially looking for new routers or Wi-Fi boosters. After assessing the centre's needs, Vibrant advised deploying the Zyxel Nebula system, along with access points and a switch to ensure a fast and secure network. As the centre redevelopment was a pro-bono project, Zyxel donated equipment to help the Stephen Lawrence Charitable Trust achieve growth, without having to use funding that could otherwise go back into the trust.

"Operationally, co-working is now fundamental to what we do here. Thanks to that extra revenue, the trust broke even on our building costs this year for the first time, meaning we're able to put more money back into the work we do with disadvantaged young people – and we haven't had to pick up the phone to IT support once," comments Chelsea Way, Programmes Manager at Stephen Lawrence Charitable Trust.

Products Used

NSW100-10P

- Optimized for quality voice and video traffic with high 180 watt power budget PoE technology
- User friendly ACL and VLAN configuration
- RADIUS, static MAC forwarding a,d 802.1X authentication
- Support DHCP Server Guard and IGMP snooping

NWA1123-ACv2

- Cloud managed
- Standalone
- SNMP management
- Nebula Flex series
- 802.11ac support
- Dual radio concurrent

About Zyxel

Focused on innovation and customer-centricity, Zyxel has been connecting people to the Internet for nearly 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for telcos and service providers, business and home users.
Zyxel is building the networks of tomorrow, unlocking potential, and meeting the needs of the modern workplace — powering people at work, life, and play.
Zyxel, Your Networking Ally.