

Case study: University College London

Repairing critical network connections - all year round



Summary

The UK's prestigious University College London requires continual structured cabling maintenance across its 200 plus buildings. Faults need to be quickly identified and repaired to provide all staff and students with reliable network connectivity.

GCL are contracted to complete structured cabling requirements, amending all reported faults. By responding quickly and working within the restricted University hours, the client now benefits from:

- Reliable uptime for all users
- Accessible data connectivity
- Improved university efficiency



"GCL have provided UCL with an excellent service over the past 16 years. Their engineers have extensive knowledge of UCL's complex campus making maintenance more reactive and time efficient"

Nigel Hayward, Infrastructure Service manager, UCL



The Requirements

UCL is one of the UK's top 10 universities, supporting approximately 11,000 staff and 38,000 students. It is critical staff and students have reliable access to the university network for academic studies.

This requires an experienced telecommunications company to provide the continued maintenance of their structured cabling system across the 200 plus buildings. GCL work alongside the UCL network team, providing a fast response to all cabling maintenance requirements.

This covers:

- Liaising with UCL to confirm fault fixes
- Repairing faults with minimal disruption to users
- Installation of additional structured cabling

The Challenges

GCL need to:

- Respond within 48 hours
- Work within restricted hours
- Guarantee identified faults are corrected

Work needs to be done in lecture theatres, communal areas and student halls of residence, whilst minimising disruption to staff and students.

Repairs need to be completed urgently before staff and students are left without network connections. This relies on a strong relationship and effective collaboration between both parties.

The Solution

To ensure staff or student downtime is minimised, GCL respond within 48 hours to fix the faults identified by UCL's infrastructure service team.

These include:

- Cable performance testing
- Replacing damaged cables
- Replacing telecommunication modules

Liaising with UCL departments and student hall managers, GCL complete maintenance work during timed appointments, minimising disruption to staff and students.

Once a reported fault is corrected, connectivity will be link tested and verified. The ticket is then closed, ensuring compliance with the Service Level Agreement.

Benefits to the Client

The client has been using GCL as their preferred telecommunications contractor for more than 16 years to carry out their maintenance support. UCL depend on GCL's quick response and extensive knowledge to fix system faults with minimal disruption to university activities.

The client now benefits from:

- Reliable network connections for all users
- Improved connectivity across the campus
- Improved campus efficiency

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