

# Case Study

Baxter Healthcare



## About Us

Mobile Signal Solutions are UK based installers of commercial signal boosting systems, focused on improving mobile phone signals indoors.

Our professional team are approved installers of carrier grade equipment compatible with all UK networks. We work with the client from site survey to installation and offer maintenance & support contracts. Working together we ensure 100% network coverage, no budget overruns, and we offer upfront payment or leasing options.

Our main aim is that clients are happy to recommend us to others. Each system is voice and 4G compatible but we also future proof the design to carry other new mobile frequencies as they are launched e.g. 5G and 6G compatible systems.

## The Property

For more than 50 years, Baxter has had a presence and long standing commitment in the UK. Baxter has 13 sites across the UK including our UK head office, three manufacturing facilities, a national distribution centre, two home care pharmacy distribution centers, four aseptic compounding facilities and two residential patient education centers. The Thetford facility is one of the largest Manufacturing Facilities in the UK. It spans an area of 40,000 square meters.



## The Challenge

This is one of the busiest manufacturing facilities in the UK. The staff work shift patterns around the clock, so MSS had to plan and prepare to minimize any interference with the day to day running of the facility. MSS worked closely with the facilities management team to put plans in place to allow a constant and productive workflow take place. Modern machines inside and high racking and shelving meant that the system had to be carefully designed to ensure all areas of the facility were reached.

## Why A System Was Required

Large manufacturing facilities are constructed mainly with metal cladding. This metal cladding has usually got some form of insulation inserted between both panels. This stops any RF signal from penetrating into the building. Inside, the racking and shelving coupled with the machinery also affects the signal levels.



## The Results

The finished system provided seamless mobile network coverage throughout the facility. For the client it means the staff experience has been enhanced, staff are more readily contactable for both decision making and health and safety reasons. On completion there was full coverage on all UK networks throughout the facility. The facility has been fully futureproofed for any advancements in technology further down the line. MSS can remotely monitor the system to ensure it performs at its best at all times.



## What Causes Poor Coverage?

Distance from the local base station or the construction of the outer walls are the main factors. Outer stone walls blocking signal is a common problem in many older buildings, due to the thickness of the walls signal finds it difficult to permeate indoors, especially in basements and areas with no windows.

In modern buildings, the high level of energy insulation also causes signals to be blocked. Buildings using foil backed insulation on roofs and walls, alongside variants of window panes where the glass contains metal particles to reflect the sun's rays means walls, roofs and windows all block the mobile signal.

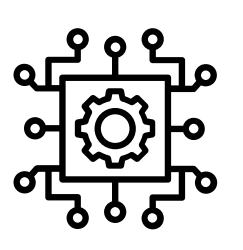
## Need A Solution?

If you're looking to improve connection across your site but aren't sure where to start give us a call today. Our team are happy to talk through your options and set up a survey.



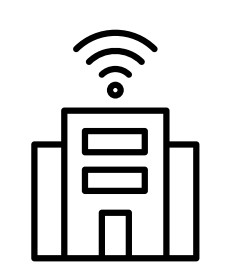
### Step One: On-Site Survey

You will meet with our surveyor to discuss your needs in full. You can discuss areas of importance and agree on a design plan for the system you require.



### Step Two: System Design

Our surveyor will then design the best possible system. The surveyor will then meet with the operations team to put a cost together for that system.



### Step Three: Installation

Before you know it we will have a team of highly skilled engineers on-site and your system will be up and running and providing flawless mobile signal throughout.

*"The MSS team were very proactive and professional at all times through the project. There was a large manufacturing site with limited to no signal across two floors and they managed to install and complete the work within 5 days safely and with excellent results! I would recommend using this company for any project big or small."*

Adam Fielding  
UK Manufacturing IT Lead,  
Baxter International Inc.

