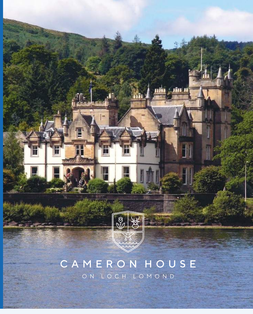
MOBILE SIGNAL SOLUTIONS

Case Study

Cameron House



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 after 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

Cameron House, located on Loch Lomond near Balloch, Scotland, was firstbuilt in the mid-1700s, and later purchased by Sir James Smollett. The modern Baronial stone castle was built by William Spence in 1830 (rebuilt after a fire in 1865), with peaked gables and decorative turrets.

Today it operates within the Cameron House resort, which comprises 44 hectares of land around the hotel and The Cameron Club (formerly the Carrick Estate), situated 2 miles north of the hotel, and has two golf courses and an award-winning spa. The resort also has 115 self-catering properties operating under the Cameron Lodges brand.

CAMERON HOUSE
ON LOCH LOMOND

The Challenge

MSS were contacted by the hotel management as the coverage for the mobile networks were extremely poor internally. None of the main mobile networks were permeating the outer walls due to the thickness of the walls from this baronial style building.

Guest satisfaction was key, our team worked around the guests arrival times, focused on working in staff areas rather than common areas as much as possible, doing all in our power to remain invisible to guests, this was important to ourselves and the management at the hotel. The building had limited access points for cable runs, no cables or antennas were allowed to be visible. Our engineers worked with the hotel maintenance team to design a hidden system using high powered amplifiers and innovative cable routes to give coverage in every area.

MSS were asked to provide a mobile signal solution for one key building initially- which was the main hotel, but we were contacted some months later to install a second solution for the client in their new extension.

Why A System Was Required

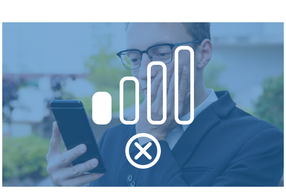
The hotel had been relying on wifi calling but the calling over wifi created issues on call quality, low call completions and dropped calls. The client wanted to ensure the guests had the best possible experience and this meant ensuring they were contactable throughout the hotel.

Key members of staff were not contactable in all areas of the building, the hotel management wanted to ensure all staff would have access to full mobile coverage for both health and safety and commercial reasons. Maximising revenue from the conference centre, the events business could be even busier if business and sales people were able to be contactable on their phone while attending.

Higher occupancy rates, by providing mobile coverage it hoped to increase the number of business people staying at the hotel during the week when occupancy was lower, improving mobile reception allowed couples away for the weekend to be available in an unlikely emergency.

The Results

The finished system provided seamless mobile network coverage throughout, for the hotel it means the guest's experience has been enhanced, staff are more readily contactable for both decision making and health and safety reasons. Ideally resulting in higher occupancy rates and even more great hotel reviews.



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.

"We have found MSS to be an extremely valuable project partner both from a technical knowledge & delivery perspective and also the approach to customer service. The MSS team could not have been more proactive in their approach to integrating with other Contractors & trades during site installation, and we look forward to working with the team on future developments both in the hospitality industry & beyond."

Gary Menzies BSc (Hons) MRICS MCInstCES
Associate Director

HYATT HOTELS & RESORTS
PARKNASILLA RESORT & SPA
Holiday Inn Express
CAMERON HOUSE ON LOCH LOMOND
CROWNE PLAZA HOTELS & RESORTS

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