

Case Study

400 Apartments,
Greenford London



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

The task of improving signal coverage for over 400 city apartments across multiple large blocks in Greenford Quay Apartments, London, was a challenging yet exciting undertaking for the MSS mobile team. Due to superior insulation, the signal was not penetrating the building initially. MSS was involved from the initial system design stages until the project's completion in January 2024.



The Challenge

Since the building was constructed in multiple stages, a significant amount of the first fix had to be in place long before amplifiers could be activated and signal checks carried out. The primary focus of coverage was the communal areas across all floors, including the hallways and individual apartments.

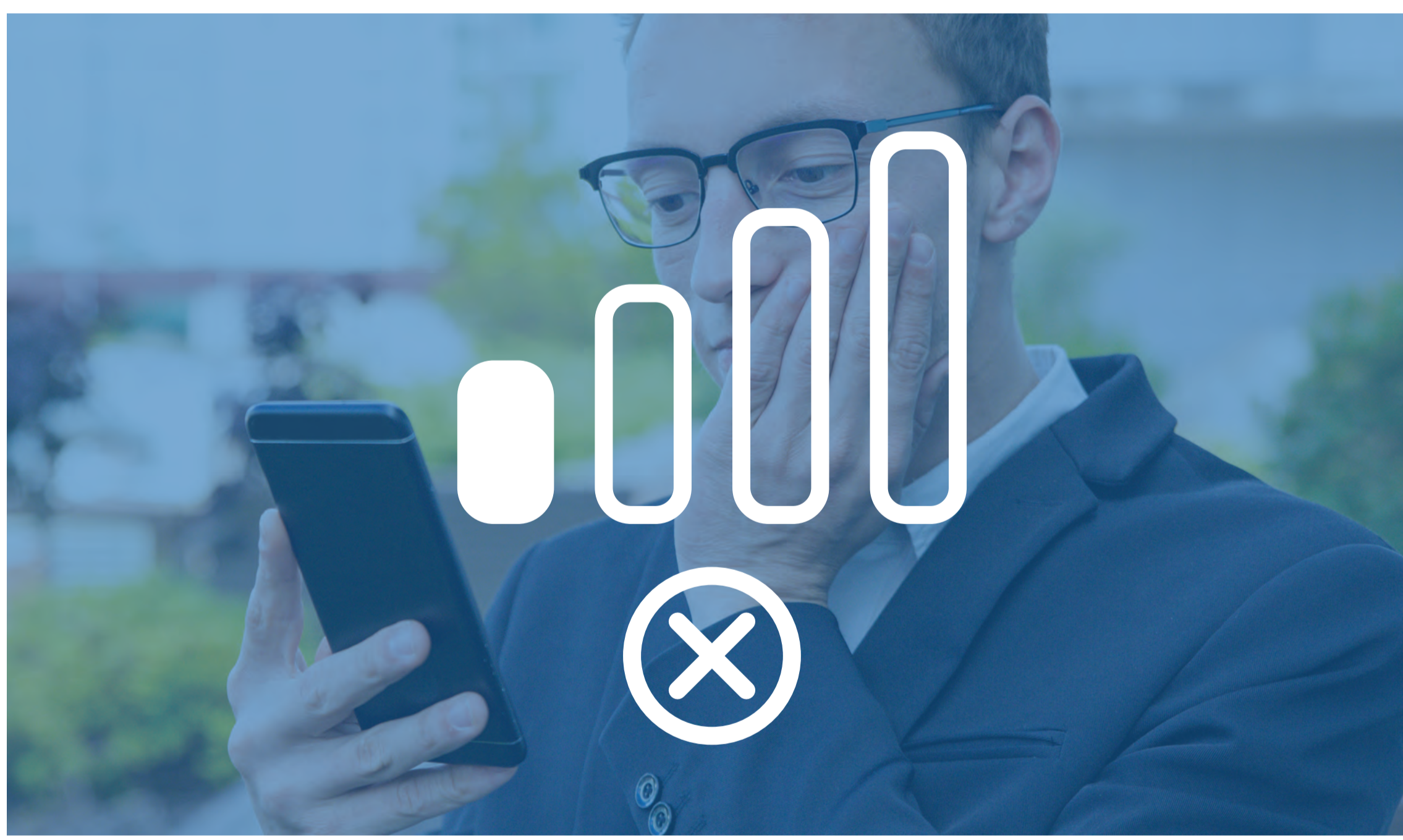
Why A System Was Required

To attract and retain tenants, we needed to achieve the necessary signal penetration, we implemented a digital solution that effectively broadcasted up to 15 narrow-band channels. A hidden Distributed Antenna System (DAS) with extensive overlap was crucial in ensuring the system's initial success, as remedial work was unfeasible. Additionally, remote monitoring capabilities enable us to continuously maintain the system and keep thousands of renting tenants satisfied and connected to the outside world.



The Results

The extensive coverage provided by the solution has made the apartments more attractive for potential renters and has added value to the building. With access to all networks and features such as remote monitoring and built-in 5G capability, the system is future-proofed.



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.

"It was a credit to all involved from the MSS engineers to the amazing staff in Tide that allowed us to complete this project over a very long time period with an excellent relationship with the site managers, health and safety officer and electrical contractor on site. A huge project I am very proud of the MSS engineers."

Colin McMahon
MSS Project Manager

