



## Department of Health

### Customer

The Department of Health (DoH) is the department of the United Kingdom's government responsible for government policy on health and adult social care matters in England. DoH oversees the English National Health Service (NHS).

### Mobile Challenges

The Department of Health's London Headquarters is located in the Richmond House building. It was built in 1987 and incorporates thick concrete and glass along with bomb reinforcement in some floors. The building is 15,000 m<sup>2</sup> across eight floors. Since the building is in a historic part of London, placement and location of outdoor cellular equipment is tightly controlled to preserve visual aesthetics. Any improvement of cellular services is best served from inside the building.

*"Richmond house is a 'grade two' heritage building. We have a number of large stone walls, lead flashing on the roof and we've always had a problem with mobile phone signals within the building, so we had a large number of 'dead spots' within the building. Vodafone is our corporate mobile provider."* - Neil Goulder, Head of Workplace Operations, Department of Health

The highly mobile employees required mobile services to function efficiently and effectively throughout the headquarters to stay current with calls, messages and calendars.

*"There were all sorts of hurdles that we had to overcome, because of the building. We had to talk to heritage and architects about doing things within a 'grade two' listed building."* - Neil Goulder

**"The system has been up and running for several months and it has made a significant difference. We now have 3G signal throughout all areas of the building, no matter where you happen to be."**

**– Neil Goulder  
Head of Workplace  
Operations  
Department of Health**





**“I would definitely recommend Sure Signal Premium as a solution, particularly for anyone that’s in the same situation as the Department who are in a long-term partnership with Vodafone.”**

**- Matthew Allan**

**Head of Service Delivery  
Estates & Information  
Services Division  
Department of Health**

## Solution

Vodafone UK recommended the Sure Signal Premium (SSP)

system to solve the critical mobile services needs of employees and guests in the Department of Health’s offices. Vodafone implementation was secure, and a private VLAN was created using the existing Local Area Network (LAN) switches to simplify and speed up the installation of the system across the building.

After DoH’s engineers created a VLAN and pulled the LAN cables, Vodafone’s installation team installed the System’s Services Node and the 45 Radio Nodes throughout the building in just two evenings. By doing this after hours, there was no business disruption experienced by the employees.



*“Once we got to the point where we had all the approvals and we’d spoken to all of the various parties who were involved, the actual implementation of Sure Signal Premium used our own cabling infrastructure within the building so it was reasonably quick and reasonably simple to install.” - Neil Goulder*

## Results

After commissioning the system, the mobile coverage and capacity was excellent throughout the building.

DoH’s IT Telecoms team is no longer facing service complaints about mobile coverage within the building, and the mobile devices work well everywhere. Visiting DoH employees, who rely solely on their mobile devices while visiting, are very pleased with the service improvements, thanks to Vodafone Sure Signal Premium.

DoH employees and guests use Vodafone for business every day. On average, 700-1000 voice calls and 50,000 data sessions run over the system every day.

*“Alongside Sure Signal we’ve also rolled out Voice over IP Telephony, which now means that you can simultaneously ring your landline and your mobile phone. That would have been a real challenge if we hadn’t done Sure Signal because the mobile phone element of it wouldn’t have worked depending on where you are. Sure Signal Premium has really been a big business benefit for us.” - Neil Goulder*

DoH IT architects are now considering Vodafone Sure Signal Premium in other NHS facilities.