

**“We’re all using mobiles more and more and most of our users are actually using their mobile more than their desk phones nowadays.”**

**– Dave Burton  
Head of Corporate IT  
Unilever**

## Customer

Unilever (Euronext: UNA, LSE: ULVR) is a multinational consumer goods which produces and sells over 400 brands of food, beverages, cleaning agents and personal care products in over 190 countries. Unilever is co-headquartered in London, England and in Rotterdam in the Netherlands.

## Mobile Challenges

Unilever’s London Headquarters is located in a beautiful office building with energy efficient glass, modern interior, and an atrium in the center. It is built behind the façade of the historic structure that was originally located there. The building is a multi-tenant structure next to a major London Underground station with Unilever occupying 36,000 m<sup>2</sup> across eight above ground floors plus an additional three sub-basement floors.

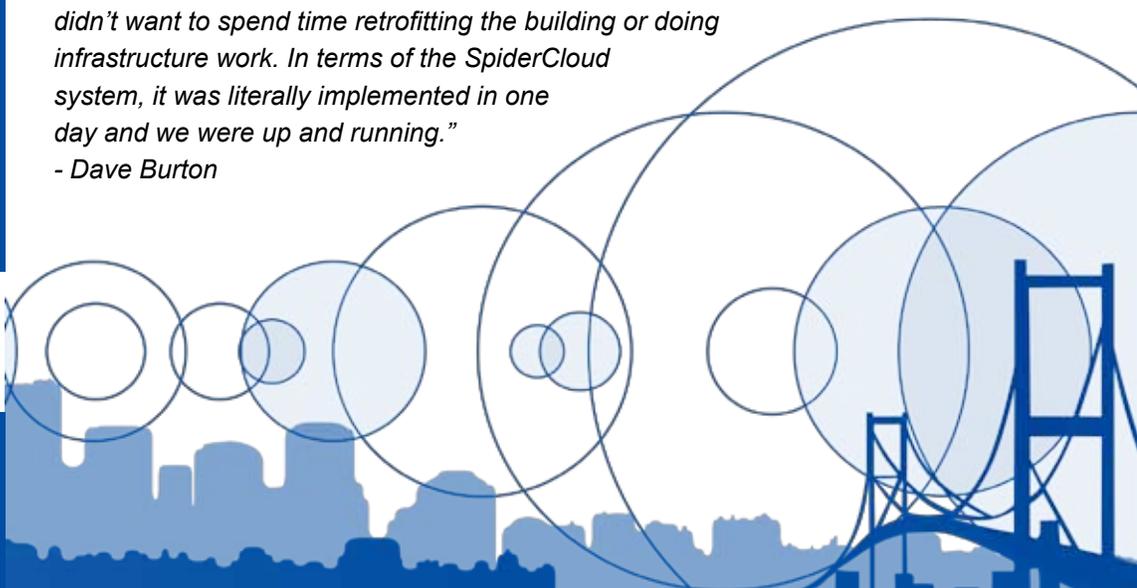
On any given day, several thousand employees rely on mobile connectivity, including 300+ international employees that require their services to function efficiently and effectively at headquarters.

*“In our global HQ we had some issues with mobile connectivity in the building because our building is modern with glass throughout, where the structure glass wasn’t allowing the signal to get through. I was getting a lot of complaints from people losing calls.” - Dave Burton*

## Solution

Vodafone UK Sure Signal Premium was chosen to solve the critical mobile services needs of Unilever employees and guests. Vodafone proposed a secure and private VLAN using the existing Local Area Network (LAN) switches to simplify and speed up the installation of the Sure Signal Premium system throughout the building.

*“We have a nice building in London as our global HQ and we didn’t want to spend time retrofitting the building or doing infrastructure work. In terms of the SpiderCloud system, it was literally implemented in one day and we were up and running.”  
- Dave Burton*





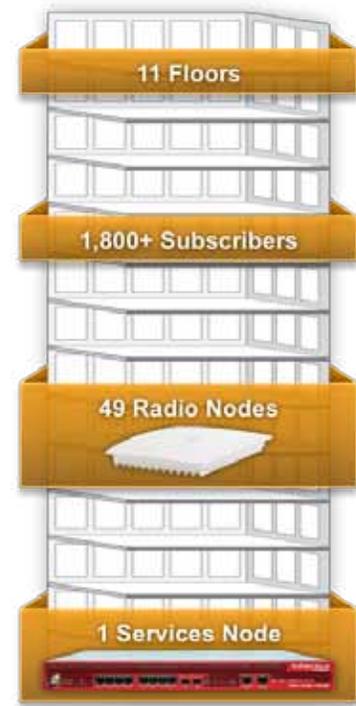
**“We needed a solution that was quick and easy to deploy that could easily fit with our current infrastructure and existing Ethernet cabling infrastructure. The SpiderCloud system and Sure Signal Premium fit our needs.”**

**– Dave Burton  
Head of Corporate IT  
Unilever**

After Unilever's partners created the VLAN, the Vodafone's installation team installed the Sure Signal Premium system's Services Node in the Data Center and the 49 Radio Nodes throughout the building. By doing this after hours, there was no business disruption to Unilever.

## Results

After commissioning the system, the mobile coverage and capacity was excellent throughout the building. Unilever's facility management team is no longer facing resistance from groups that have to be relocated within the building, as they know their mobile devices work good everywhere. International employees who rely on their mobile devices while traveling, are very pleased with the service that Vodafone Sure Signal Premium gives them.



*“Sure Signal Premium has been great. We have a secure building with Vodafone mobile connectivity throughout. Anywhere you go inside, whether it be a meeting room covered in quite thick infrastructure glass, or in offices or in other areas, the Sure Signal Premium works throughout the building.”*

- Dave Burton

Unilever's employees and guests use Vodafone for business every day. On average, every day over 3,000 voice calls and close to 100,000 data sessions take place using the system.

*“The complaints are not coming to my desk anymore, and that's giving me confidence that all mobiles are working fine.”* - Dave Burton

Vodafone's subscribers outside Unilever HQ also benefit from the indoor mobile improvements since the indoor mobile network now offloads the outdoor macro-cellular network by 50% in the same area.

*“From my own experience, I would recommend Sure Signal Premium to other Unilever locations, and to customers who used to experience what we did.”*

- Dave Burton