



London Borough of Culture Improves Collaboration and Reduces Maintenance Costs with Mersive

Brent Council is one of 32 borough councils of London, UK, and serves as the local authority for the Borough of Brent. Brent Council's main headquarters at the Brent Civic Centre building hosts a number of office and meeting spaces for use by council staff, as well as board rooms, a conference hall, and other event spaces that can be rented by the general public for meetings, weddings, corporate functions, and other events.

Brent Council was seeking updated collaboration technology that could be deployed across the many different types of meeting spaces in their facility for many different purposes and be accessed and easily used by many different people – including council staff, outside visitors, and members of the community.

Challenge

Brent Council was facing a number of pain points with its current meeting room technology and needed a solution that would remove unnecessary hardware, reduce maintenance call-outs, and provide secure and intuitive collaboration that could be easily used by the staff, visitors, and members of the community.

One of the biggest challenges for Brent Council was the number of issues they had with cables and other hardware, including frequent maintenance call-outs to service missing or broken HDMI/VGA cables, flat keyboards, and other hardware issues. In addition to hardware costs, the issues were very time-consuming.

Altogether, Brent Council was looking for a collaboration solution that would:

- ✓ **Eliminate cabling and hardware, reducing maintenance time and costs**
- ✓ **Provide a secure solution with separate network access for internal and public use**
- ✓ **Support wireless content sharing from any device**
- ✓ **Enable intuitive collaboration that required little to no training**

Solution

After researching several solutions and completing a small pilot project, Solstice was deployed throughout the Brent Civic Centre. The full project included 107 Solstice Pods deployed across all Brent Civic Centre meeting rooms, quiet rooms, huddle spaces, and several offices. Solstice was also deployed in commercial spaces and several community spaces, including a local library and all event spaces within the Civic Centre.

Capabilities that set Solstice apart from other solutions evaluated:

- ✓ **Fully wireless solution** - no cables, dongles, or other hardware needed
- ✓ **Ease-of-use** - intuitive for both staff and community members
- ✓ **Agnostic to hardware, device, and platform** - ability to connect to Solstice easily from any device through multiple sharing options, as well as flexible room infrastructure integration to leverage existing investments
- ✓ **Enterprise secure** - regular security updates, penetration testing, and a secure firewall separating internal and guest traffic

“The reactive callouts from the team have gone down drastically. The cords don’t disappear. It’s user-friendly. And the screen sharing is very intuitive... It’s like an iPad, it doesn’t need an instruction guide. You don’t need an instruction guide with Mersive.”

– **Luke Lester**,
Brent Council FM Operations Manager

“As a government council, the strong security and encryption behind Solstice is of huge importance. Having the knowledge that Solstice is penetration tested regularly was also very good.”

– **David Boyd**,
Unified Consultancy



Results

90%

Reduction in maintenance tickets / call-outs

0

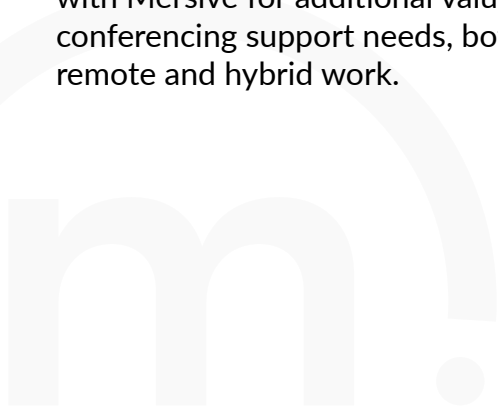
Number of cable/hardware replacements since installing Solstice

50%

Increased use from council staff and community members

Overall, Brent Council has had tremendous success with Mersive. Solstice provided a flexible solution that could be deployed across all of their meeting spaces – from large meeting rooms and conference/event halls to small huddle spaces and private offices – while also addressing their primary pain points with previous systems, including hardware and maintenance issues, security concerns, and ease-of-use for both internal Council members and external visitors and community members.

In addition to solving challenges, Brent Council has been able to leverage their existing investment with Mersive for additional value-add capabilities such as digital signage integration and future conferencing support needs, both of which have become increasingly important with the growth of remote and hybrid work.



For more information on how Mersive can help you transform your meeting and learning spaces, visit mersive.com or reach out:

