

Mersive Case Study //

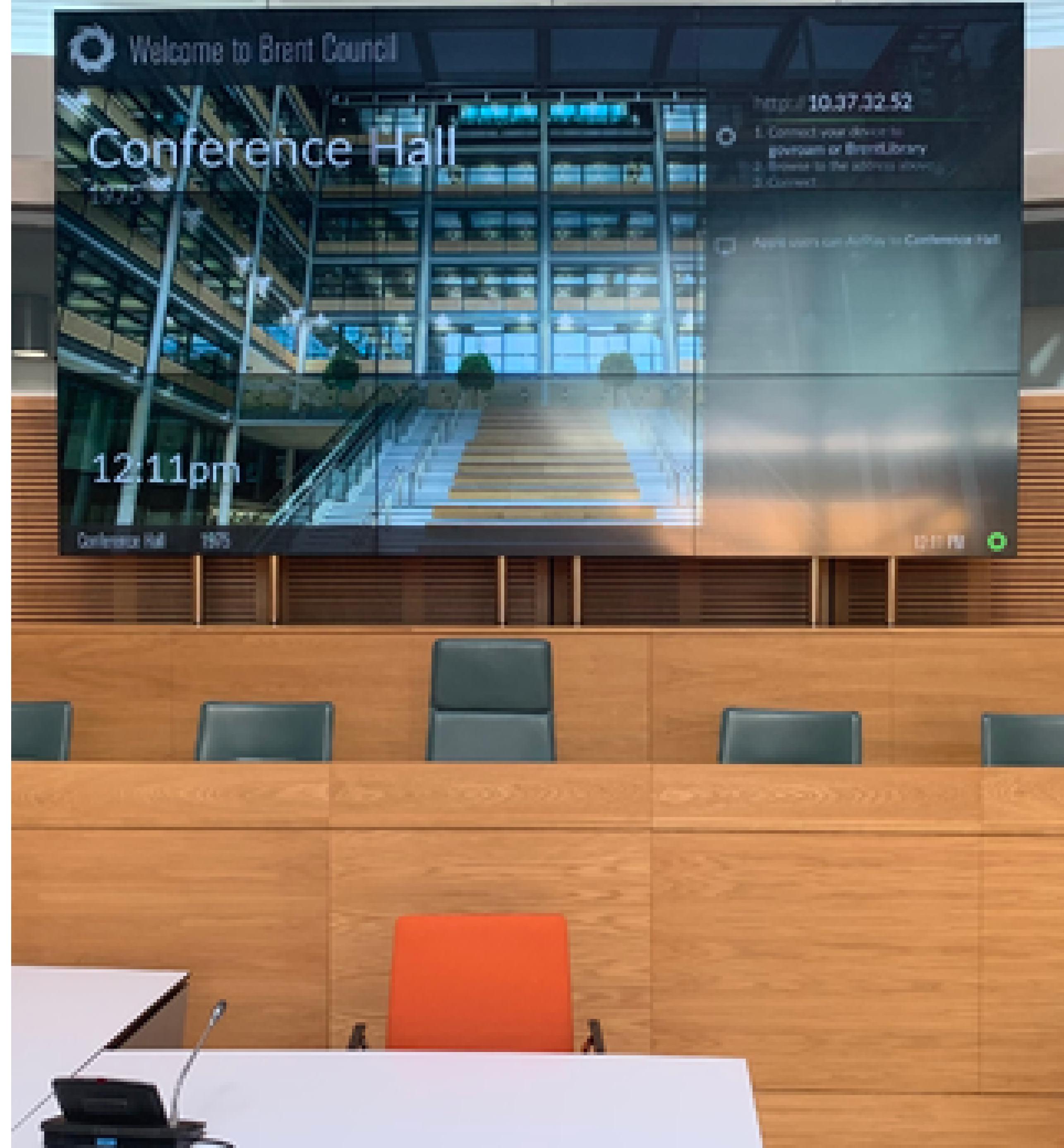
# London Borough of Culture Improves Collaboration and Reduces Maintenance Costs with Mersive



## Case Study // Brent Council

### The Client

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



## The Challenge

Brent Council was seeking updated collaboration technology that could be deployed across its many different types of meeting and event spaces for many different purposes and many different users, including internal council staff, outside visitors, and members of the community.

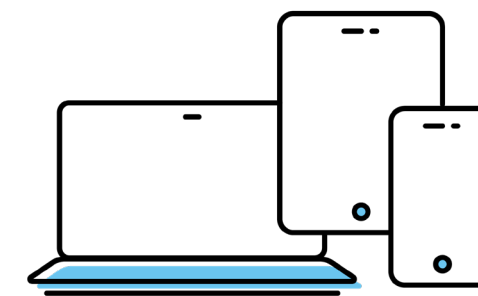
Four key pain points Brent Council needed to address with a new solution:



cabling and hardware  
maintenance time and  
costs



security for internal  
staff, visitors, and  
public use



lack of flexible BYOD  
content sharing  
options



ease-of-use and  
user training

To address their challenges, Brent Council worked with Unified Consultancy to evaluate potential solutions.

## The Solution

### Mersive Solstice

107 Solstice Pods across

- meeting rooms
- huddle spaces
- offices
- conference hall
- event spaces
- library

### What Set Mersive Solstice Apart:

- ✓ **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 Security**  
regular security updates, penetration testing, and a secure firewall separating internal and guest traffic



“ 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*

“ 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*

## The Results

Mersive Solstice has provided Brent Council with a flexible collaboration solution deployed across all of their office, meeting, and event spaces. The deployment has resulted in:

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

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