

/ CASE STUDY: THE BRITISH LIBRARY

Pinacl rollout Managed WiFi network at The British Library supporting thousands of users across two sites



/ THE RESULT:

Pinacl provide a fully managed service to British Library and provide them with detailed usage reporting. The Wireless Network now delivers a resilient, reliable service, 7 days a week, to between 800 and 1000 concurrent users during peak times Monday – Friday.

A second phase installation was carried out in 2014 to provide corporate wireless for staff and management of library resources. The network is made up of Ruckus Zone Director wireless controllers and 7372 Wireless APs providing high levels of wireless coverage, data throughput and performance.

The Ruckus Wireless APs also fit in with the library's aesthetic and are easily concealed as part of the fabric of the building.

/ THE PROJECT:

The British Library has provided wireless internet connectivity for visitors and readers at the main St Pancras site for the past 8 years and to the Boston Spa site since 2008.

The British Library offers onsite space for up to 1,200 users at any one time and has over 16,000 people access publications every day (onsite and online).

The British Library introduced free wireless provision in 2008 and since then the number of users has significantly increased. As a result of this increase, the existing wireless network could no longer cope with the demand which led British Library to tender for a new managed wireless service to deliver the following:

- High performance, scalable and flexible client agnostic wireless solution
- Web portal offering customisable landing pages and simple user registration and access to the services

- Support for multiple SSIDs enabling separate networks for public, members and staff
- Web content filtering – delivering a duty of care to those accessing the Wi-Fi network
- Fully compliant with all UK and European legislation regarding provision of Public Wi-Fi services

/ KEY BENEFITS:

› FAST, SECURE, RELIABLE WIRELESS NETWORK

The British Library now benefits from a flexible wireless solution able to adapt to changing levels of demand by load balancing users to maximise bandwidth.

› MULTIPLE SSID'S ENABLING SEPERATE NETWORKS

At British Library they have a number of SSID's in place so that visitors, members and staff can each access different networks with the relevant security settings in place.

› CONTENT FILTERING CAPABILITY

Flexible internet content filtering is in place to control which websites can be accessed over the public network. The British Library is able to make changes to the filtering criteria at anytime.

› FULL SUPPORT AND SERVICE PACKAGE

Pinacl Solutions service desk covers all technical support issues relating to the wireless network. The network is proactively monitored by Pinacl and we have a nationwide team of Engineers on hand to resolve any issues that arise.

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/ THE SOLUTION:

One of the main requirements for the British Library was to have a wireless network capable of providing a fast, reliable and easy to access service across a number of locations within the Library sites.

Pinacl Solutions proposed a managed wireless solution that would deliver a robust, scalable, secure and flexible wireless service based on best in class equipment from the industry leading vendors.

The managed wireless solution consists of the following key components:

- Cisco based Local Area Network completely separating the Wireless network from the British Library internal network.
- Redundant Ruckus ZoneDirector wireless controllers and 7372 Wireless Access Points (AP's) providing excellent wireless coverage, throughput and performance.
- Internet content filtering solution based on the Smoothwall Web Guardian platform
- Web portal and user authentication gateway based on the Utopia SV2000 to manage, provision, and protect the wireless network
- 1Gbps Internet connectio
- Pinacl managed service delivering proactive monitoring and support including help desk services for the public

The Ruckus Solution was based around Ruckus ZoneFlex 7372 Wireless Access Points which are designed for high density mobile device environments comprising bandwidth hungry and latency sensitive applications such as Voice and Video. The Ruckus AP's offer a number of benefits such as adaptive antenna technology, bandsteering and client load sharing meaning that bandwidth is better controlled preventing the network from becoming too congested.

The wireless service provides multiple SSID's enabling the library to offer separate networks with different levels of access to members, visitors and staff. Each SSID has a unique log in page that allows each user to log in with the correct permissions in place.

The Internet content filtering solution ensures that the network is safe at all times. Web Guardian allows the Library to block content by category and accurately detects and prevents the use of anonymous proxy tools that allow users to bypass web filters.

User activity is monitored and logged at all times ensuring that the managed wireless solution complies with all UK and European legislation regarding the provision of Public Wi-Fi services.

Pinacl Solutions proactively monitor the wireless network from the head office based in North Wales. The Pinacl Service desk log and resolve all support calls received from the British Library IT team and wireless service users.

/ THE CLIENT:

The British Library is the national library of the United Kingdom and an international research library of World renown. Founded in 1972, The British Library is home to over 150 million collection items which have developed over 250 years with an additional 3 million being added each year.

