UK CONNECT

Success story

Delivering wireless connectivity where fibre falls short for Taylor Wimpey

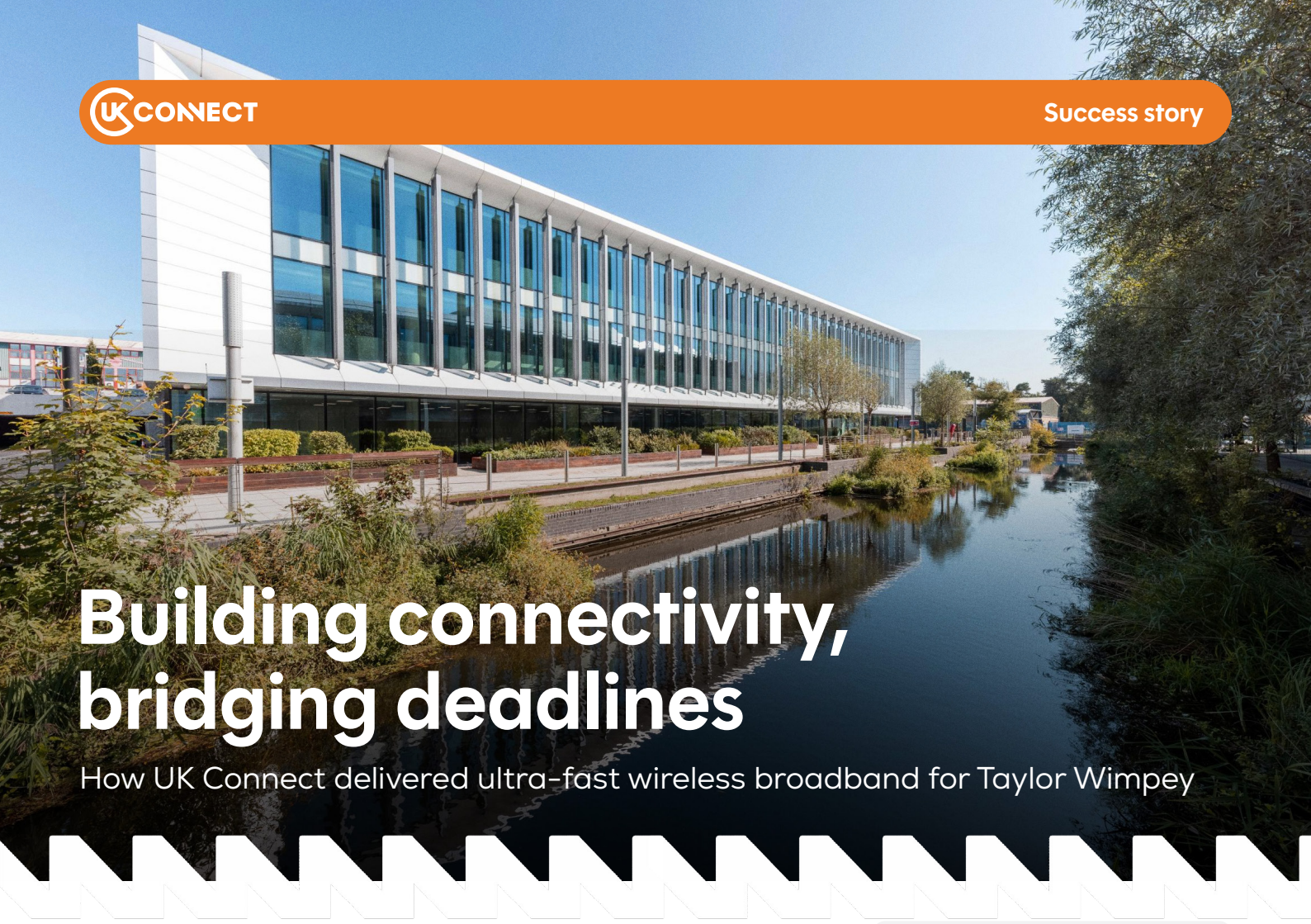
For our client:

Taylor Wimpey

Working with:

ERICSSON





UK CONNECT

Success story

Building connectivity, bridging deadlines

How UK Connect delivered ultra-fast wireless broadband for Taylor Wimpey

The challenge

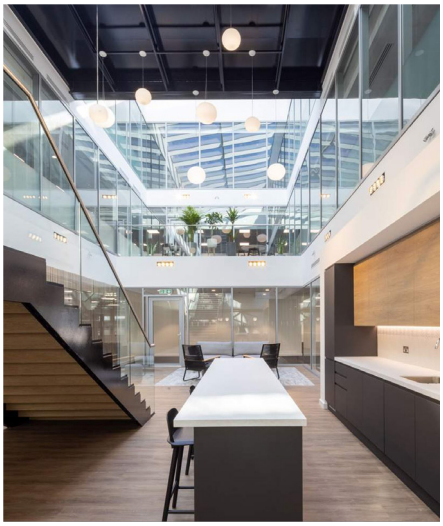
Taylor Wimpey faced a critical setback when a fibre line wouldn't be installed in time to support the 100+ staff due to inhabit the new office space in North Thames, threatening to disrupt and delay their move in timeline

UK Connect, a trusted partner of Taylor Wimpey, previously delivered rapid 5G FWA connectivity to their nationwide sites and sales offices.

They approached us to provide connectivity for a new office. The solution needed to ensure fail-safe connectivity with robust network redundancy measures.

Any loss of connectivity at Taylor Wimpey could impact the business by leading to operational delays, reduced productivity, and significant financial impacts from missed deadlines and occurred costs.

Our client sought experts who could provide reliable infrastructure with the necessary backup system, supported by a team of engineers who provide ongoing managed care. Taylor Wimpey required the office to be connected 3-4 weeks before the move, seeking peace of mind that any issues would be proactively managed.



About our client

Taylor Wimpey plc is one of the UK's leading homebuilders, formed in 2007 through the merger of Taylor Woodrow and George Wimpey, both with over a century of construction expertise. Listed on the London Stock Exchange and part of the FTSE 100, Taylor Wimpey focuses on building a range of homes, from apartments to six-bedroom houses.

In 2024, the company completed 9,972 new homes, excluding joint ventures, while addressing the demand for affordable housing. Operating through 22 regional businesses, Taylor Wimpey is committed to creating thriving communities and making a positive local impact.

The solution

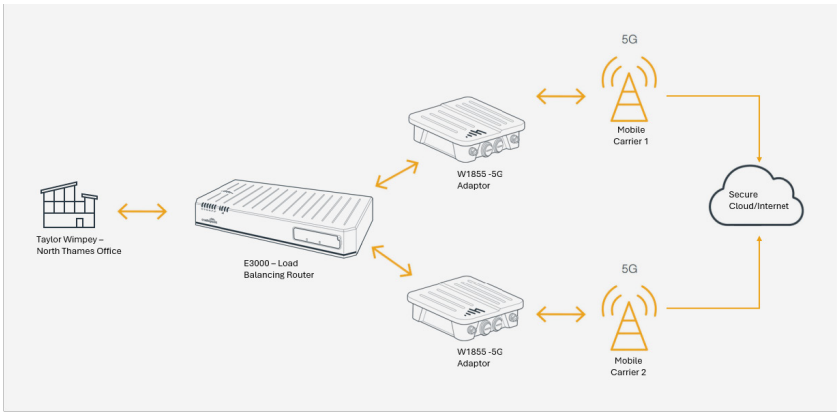
Taylor Wimpey promptly reached out to UK Connect, their trusted wireless connectivity specialist, aware that traditional fixed-line solutions were not viable. UK Connect was entrusted with delivering a robust and speedy solution to prevent any operational disruptions.

In a matter of days, UK Connect deployed two of Ericsson's W1855s, providing industry-leading 5G Wireless WAN connectivity for optimal signal reception, suited for outdoor installations on buildings requiring high bandwidth. This was paired with an Ericsson E3000 router for managing the connections, load balancing and securing the device – all interoperable with other network infrastructure

Once installed, UK Connect's engineers went through several levels of testing, ensuring their system was rigorously checked - achieving speeds exceeding 675Mbps on the day - thereby maintaining a stable and reliable internet connection for the entire office and all users.

24/7 peace of mind

Taylor Wimpey also benefits from access to Connect Care Plus, which includes 24/7 access to UK Connect's priority customer care team for troubleshooting assistance. Furthermore, proactive monitoring of supported products and technician dispatches by UK Connect's Network Operation Centre (NOC) ensures the timely identification and resolution of service delivery issues.





Taylor Wimpey offices

> We greatly appreciate the **exceptional support** provided by UK Connect in installing the solution at our new North Thames office, which ensured a timely move-in with a fully functional network connection. Our team has been **highly impressed** by the levels of troubleshooting and assistance offered by the technical support teams, ensuring the configuration was perfectly aligned.

Steve White
IT Service Manager, Taylor Wimpey

Achieved speeds exceeding 675Mbps

24/7 technical and functional support

Proactive monitoring through our NOC

Professionally installed in days