

Vistry

Strengthening indoor mobile coverage for seamless communication

For our client:

Vistry

In partnership with:

 NEXTIVITY



The challenge

Vistry approached UK Connect regarding their Stansted office with a clear issue: mobile signal inside the building was not sufficient.

Staff struggled to hold conversations with customers and suppliers, often resorting to stepping outside to make calls. Not only was this a nuisance, but it also risked hindering communication with customers—something Vistry was not willing to tolerate, as they pride themselves on delivering the highest level of customer satisfaction.

The building itself contributed to the problem. Like many modern office environments, it was constructed with steel and glass. These materials significantly obstruct radio frequency (RF) signals. Even though mobile coverage outside the building was adequate, very little of it penetrated indoors.

Left unresolved, the issue would continue to cause broken conversations, operational frustration, and a poor experience for visitors and partners.

About Vistry

Vistry is one of the UK's largest homebuilders, with a national footprint and a mission to deliver high-quality, sustainable homes.

UK Connect has partnered with Vistry for over five years, connecting their construction sites and offices with reliable, day-one connectivity solutions.

The relationship has gone from strength to strength, following the rollout of UK Connect's landmark FUSION service offering, a flexible, multi-network connectivity model with a unified pricing structure, successfully piloted with Vistry.



Our approach

UK Connect began by conducting a detailed technical cellular survey to understand the building's structure, the available outdoor signal, and the feasibility of improving indoor coverage.

▣▣ The solution was recommended because unlike Wi-Fi, it works passively in the background. Staff and visitors simply connect to their mobile network as normal, with full coverage throughout the building. ▣▣

Simon Todd
Account Manager, UK Connect

This survey provided the foundation for the recommended solution.

The findings confirmed that while external signal strength was sufficient, the building's materials prevented it from reaching internal workspaces.

This made the site an ideal candidate for a CEL-FI cellular solution, a technology designed

to capture outdoor mobile signals and re-propagate them indoors through strategically placed internal antennas.

With all major carriers available in the region, UK Connect recommended a multi-network option to future-proof the site and ensure seamless connectivity for everyone entering the building.

The implementation

Once the solution was agreed, UK Connect assigned a dedicated Project Manager to oversee the entire delivery.

This ensured Vistry received consistent communication and a single point of contact throughout.

All work was carried out by UK Connect's in-house Field Technicians. No external contractors were used. This allowed for complete quality control from planning through to installation and testing.

UK Connect's Field Technicians worked discreetly, ensuring the office could continue operating without disruption.

Once installation was complete, UK Connect's Solutions Engineers conducted thorough testing to confirm that full-strength mobile coverage had been achieved throughout the building.

Comprehensive as-built documentation was provided to Vistry following completion.



The Outcome

The transformation was immediate. Vistry's Stansted office now benefits from strong, reliable mobile coverage across all major networks.

Staff can communicate freely with customers and suppliers without leaving the building, and visitors enjoy the same seamless experience.

The project reinforced Vistry's confidence in UK Connect as a long-term connectivity partner, demonstrating once again the value of end-to-end delivery, in-house technical expertise, and an outcome centric approach.



□□ The team came fully prepared, having already provided a comprehensive set of RAMS. After checking their equipment, they held a "toolbox talk" before starting work, ensuring everyone knew their role.

The installation was carried out quickly, cleanly and with minimal disruption. Everything was thoroughly tested, and their professionalism throughout meant I would have no hesitation in recommending them. □□

Tony Accut

Assistant Facilities Manager, Vistry

Explore UK Connect's Indoor Mobile Coverage solutions

Visit ukconnect.com/inbuilding

Contact us to arrange a discovery call.

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