

# CASE STUDY

MAC Systems select DrayTek as their Wi-Fi partners to provide The Gatsby Club guests with trouble free Wi-Fi during the championships, Wimbledon



Consultancy • Project Management • Event Services  
IP Telephony • Networks • Convergence • Billing Services

## DrayTek

Router - Switches - Managed Wireless - VoIP

INTELLIGENT WIRELESS  
MANAGED CONNECTIVITY



## What is The Gatsby Club?

The Gatsby Club is a spacious and sleek facility, which provides an official entertaining option at The Championships, Wimbledon. Visitors can relax in this stunning restaurant from the moment they walk through door thanks to the first class service on offer. All guests will enjoy a menu designed and served by world-class chef Albert Roux OBE, who works alongside son Michel Roux Jr. and granddaughter Emily Roux. Throughout the day guests can soak up the glorious sunshine in a relaxing garden area, whilst sipping on bespoke cocktails and being serenaded by the live musicians.

The facility is a purpose built temporary structure, which is erected directly opposite the AELTC, and caters for approximately 900 guests per day. When considering the vast number of visitors, busy tennis schedule and varying requirements from guests the facilities are in constant use, with occasional peak usage at key times of the day. In addition to this, for the first time ever guests were able to check in via an e-ticket system, which relied heavily on a reliable network.

As part of the overall first class experience, it was deemed essential that guests are able to connect to the Internet reliably, from all areas of the facility, throughout the day. A number of the guests are business individuals who need access to emails and office systems. In addition to this texting, general web browsing and photo sharing across all social media platforms are regular occurrences, so constant, reliable access to these features would be expected.

## The Key Requirements

*“At any one time there could be in excess of 300 individuals throughout the facility wanting access to the Wi-Fi, so the challenge was to provide coverage in all areas whilst ensuring that the network can handle peak usage.”*

**Vicky Vine - Wimbledon Event Manager**

With this in mind, Keith Prowse, who manages The Gatsby Club, contacted MAC Systems. MAC's Voice & Data Solutions are a telecoms provider specialising in sporting events where temporary structures, demanding users and extremes of usage are a commonplace, to propose a solution.

*“In scoping a solution for such a high profile event proven reliability and quality are of paramount importance. We had no hesitation in selecting DrayTek as our partners to provide a complete DrayTek Wi-Fi solution, their products are excellent and we knew we'd get all the technical support we needed to implement a solution within a tight timescale”*

**Paul Burns – MAC Project Director**





*“I dropped in during day one of The Championships, to see how things were progressing and as you can see, no stress. I witnessed a successful and professional deployment, emphasising that we had made the right partner choice in DrayTek. I look forward to many more years of working together with the DrayTek team”*

**Audrey Denyer, MAC Managing Director**

## The Solution

For guests Wi-Fi MAC installed 10 DrayTek AP-910c Access Points positioning them in key locations throughout the club to ensure every visitor, wherever they were had a strong Wi-Fi signal. The AP-910c is discretely designed in a “smoke alarm” style and can be mounted on the roof or a sidewall for added flexibility.

Using DrayTek’s mobility feature, users can connect to an access point in one part of the structure, e.g. the main entrance, and then move freely to other areas switching from once access point to another automatically. So all access points effectively work as a single “virtual” network with users unaware of the multiple devices they may be connecting to.

The DrayTek managed wireless solution is also highly effective at managing high usage and high concentration of access requests by connecting all devices in an intelligent and highly effective way using a combination of the following features:

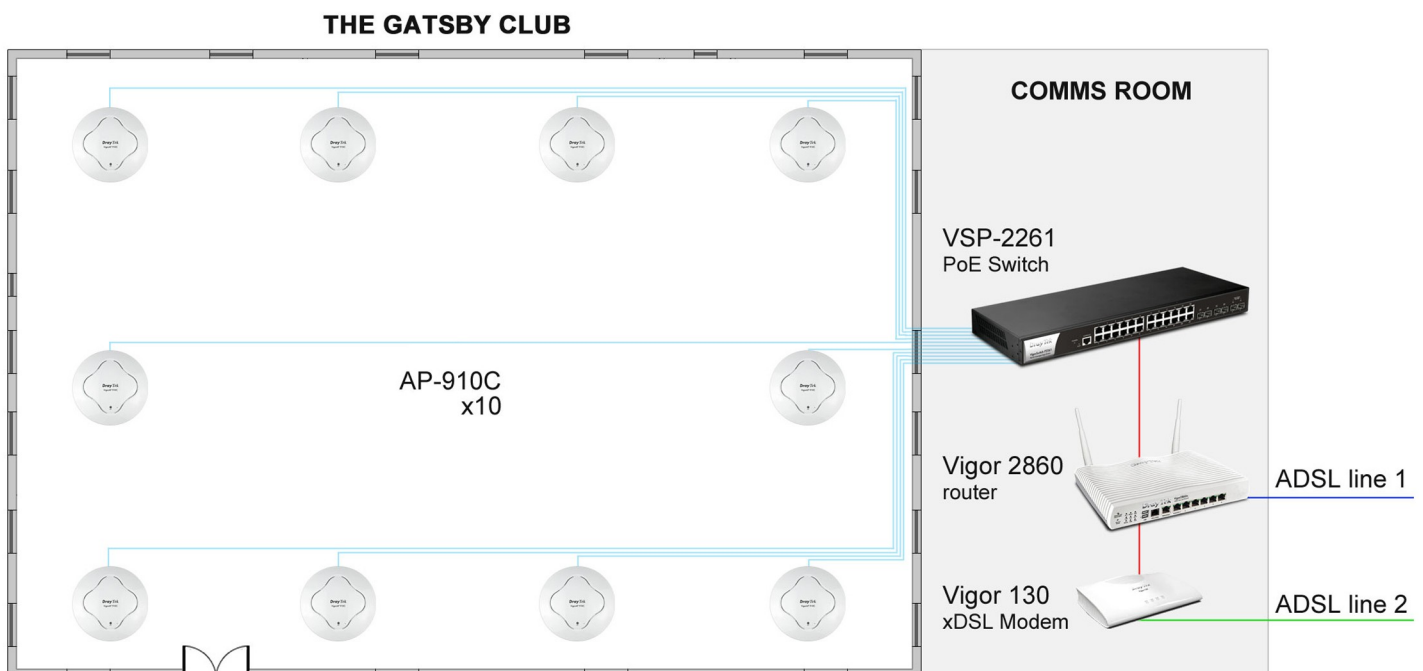
**Band steering** – Typically mobile devices also have flexibility of Wi-Fi standards. DrayTek WiFi can take advantage of this and effectively “force” the WiFi connection per device at the most efficient mutually compatible standard. This can help reduce congestion on the network.

**Airtime fairness** – This ensures that a user connecting on an especially slow WiFi link perhaps limited by their mobile device does not “unfairly” slow down other users with faster connections available.

**Load balancing** – By using DrayTek’s load balancing feature users will connect to the nearest available access point that has the least concurrent connections at that time thus reducing potential bottlenecks.

The AP-910c conforms to the very latest in Wi-Fi standards, wireless “ac”, and is also backwards compatible with previous standards including wireless “n”, dual band and wireless “g” thus ensuring support for the typical mix of mobile devices used by the users.

Each access point was connected with PoE (Power of Ethernet) to provide the network connectivity and power to the device using a **DrayTek VSP-2261 PoE switch**. For connecting to the Internet a **DrayTek Vigor 2860 VDSL/ADSL router** connected the PoE switch to two broadband circuits allowing traffic to be balanced across both networks.



### How it all went during the Championships

*“We are delighted to say that during the two weeks of the tournament, we didn’t receive any adverse feedback regarding the connectivity throughout the facility. This is a fantastic testament to the reliability of the equipment as well as the method and planning of the installation.”*

**Vicky Vine - Wimbledon Event Manager**

## Contacts for more Information

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## Gatsby Club Package

- Official Debenture Centre Court / Official Debenture No.1 Court / Official No. 1 Court ticket
- Champagne reception served to your table
- Complimentary bar, including Champagne
- Three-course à la carte menu designed by Albert Roux, with a choice of specially selected wines
- Traditional Wimbledon afternoon tea with strawberries and cream
- Plasma TV screens to keep guests informed of play
- Garden area to relax and unwind
- Air-conditioning
- **Wi-Fi Throughout**
- Car parking on request (one per four guests)
- Official Wimbledon programme
- Newspapers available upon request
- Shuttle bus to and from Southfields Tube Station (from 10am to 9pm)
- The Gatsby Club has private tables for 2-12 guests
- Private areas are available for 40 guests or more
- Option to purchase £25 or £50 vouchers for the Wimbledon shop