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Case study:
The National Gallery,
London - extended mobile
coverage for public spaces

Background

After successfully delivering a multi-operator mobile connectivity solution for the National Gallery's office headquarters at One Gallery Hub, Shared Access was invited back to extend coverage into newly refurbished public areas.

The decision reflected the Gallery's confidence in Shared Access's technical expertise, service quality and ability to deliver highly reliable mobile coverage in one of the UK's most architecturally complex and historically significant buildings.



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The challenge

The Gallery was undertaking a major programme of improvements across key public-facing spaces - including the newly renovated Sainsbury Wing, the refurbished Pigott Theatre and the Rodin Centre for Creative Learning.

These areas experience high daily footfall, yet the combination of Grade I listed architecture, deep interior space and modern materials blocked external mobile signal. With more visitors relying on mobile connectivity for navigation, ticketing, accessibility tools and sharing their experience, providing guaranteed coverage for all mobile networks had become essential.



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The solution

Building on its original deployment, Shared Access extended their existing Distributed Antenna System (DAS) into the three public zones. Central to the solution is Shared Access's innovative Base Station Hotel (BTS Hotel), an off-site, secure facility that houses all mobile network operators' large-scale telecoms equipment and connects to the building via dedicated dark fibre.

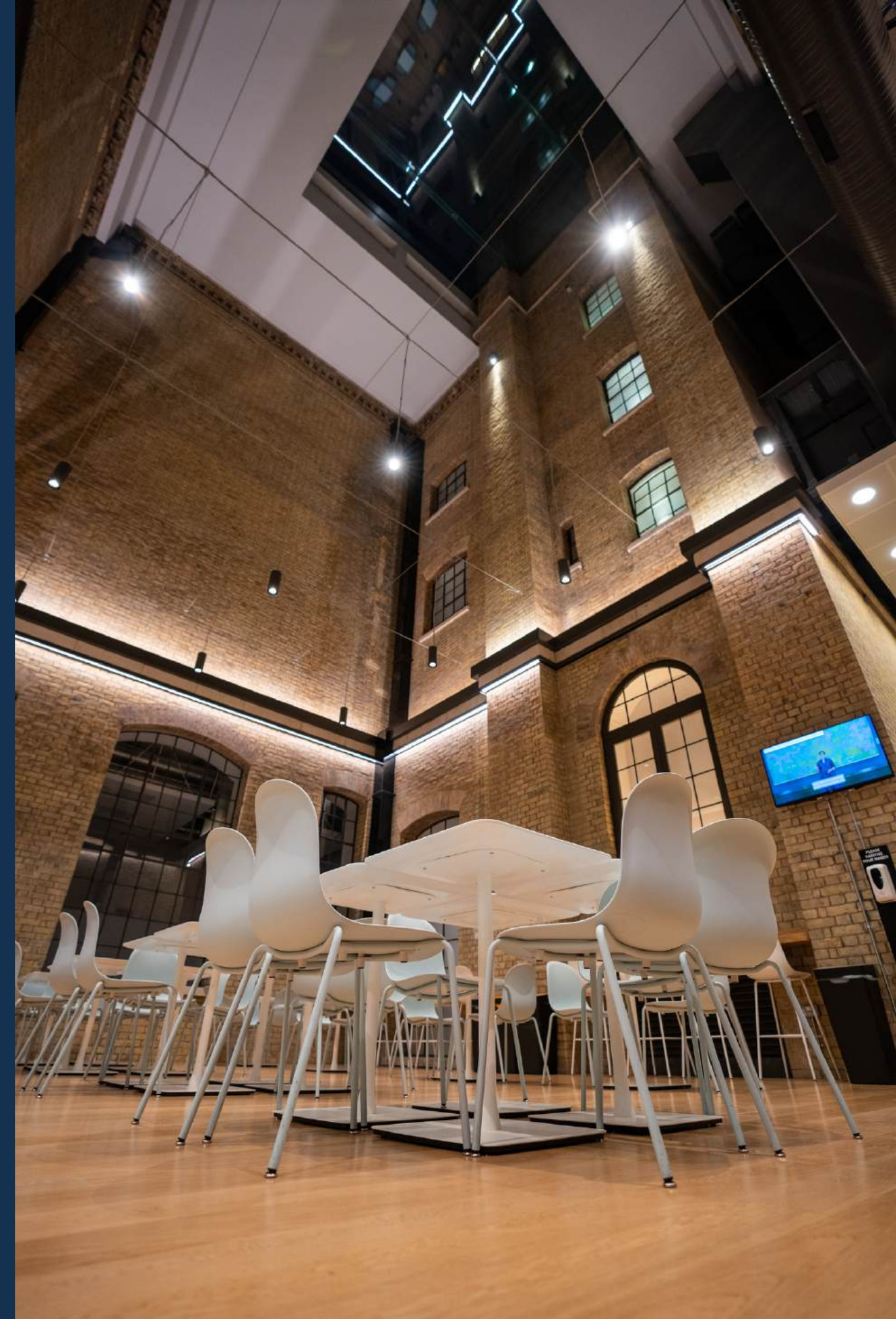
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Technical efficiency enabled by the BTS Hotel

Purpose-designed to serve multiple buildings, the BTS Hotel provided the scale and headroom needed to support the expanded footprint from day one. As a result, the extension was delivered without additional operator hardware or network commissioning, enabling:

- Faster installation and integration
- Reduced cost to the client
- Minimal on-site disruption during public-area refurbishments

A straightforward system extension and post-integration testing programme ensured seamless connectivity across the new zones, with guaranteed performance for visitors on any mobile network.



Outcomes

With the expanded system now live, Gallery staff and the visiting public benefit from reliable, high-quality mobile signal throughout key parts of the building.

Benefits to the public

- Always-on mobile access for ticketing, audio guides, wayfinding and learning tools
- Improved accessibility, supporting digital aids used by visitors with additional needs
- Better safety and security, ensuring staff and guests have uninterrupted mobile coverage
- Enhanced visitor experience, enabling easy sharing of content and engagement with exhibitions
- A future-ready platform able to support evolving digital visitor services

Industry collaboration

Technology partnership: SOLiD

SOLiD is a key technology partner for Shared Access's BTS Hotel, providing the radio access hardware that enables high-performance, multi-operator connectivity. Designed to support complex, shared network environments, SOLiD's equipment forms a critical component of the off-site BTS Hotel architecture.

Working closely with Shared Access' in-house engineering team, SOLiD hardware was supplied, integrated and commissioned as part of one of the first cross-London BTS Hotels to go live using SOLiD's GENESIS platform - demonstrating both the scalability of the architecture and the strength of the partnership.



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A future-ready digital infrastructure

This project demonstrates the long-term value of Shared Access's approach: scalable, resilient infrastructure that can evolve with minimal disruption.

By delivering robust, multi-operator mobile connectivity across both staff and public spaces, Shared Access has supported the National Gallery in widening access to art - underpinning digital learning, accessibility tools and richer visitor engagement - while helping ensure everyone in the building remains well supported, safe and reliably connected at all times.



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