

PUBLIC WI-FI

Retail

Customer Wireless Rollout for a Regional Shopping Centre

A medium regional shopping centre needed reliable customer wireless across all common areas, hallways, the food court and mall spaces. We deployed Ubiquiti access points and a Ubiquiti firewall, backed by a 1 Gbps NBN Enterprise Ethernet connection from Swoop, and now support more than 200 connected devices per day at peak.

KEY RESULTS

200+

connected devices per day at peak

1Gbps

NBN Enterprise Ethernet from Swoop

Full

mall, food court and hallway coverage

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guest complaints in the first month

BEFORE

- Patchy guest Wi-Fi that dropped out in food courts, hallways and near mall entrances
- Shoppers and tenants complaining about slow or unusable connections
- No central visibility into how many devices were online or where problems started
- Concern that an open guest network could expose centre management and retail systems

AFTER

- 200+ - connected devices per day at peak
- 1Gbps - NBN Enterprise Ethernet from Swoop
- Full - mall, food court and hallway coverage
- Conducted a site survey across the mall, food court, hallways and car park entry points

"Our customers can now connect anywhere in the centre, and our weekend trading peaks no longer bring the network down. The feedback from tenants has been fantastic."

- Centre manager, regional shopping centre