

Future-Ready Connectivity: How Switchshop Delivered a Complete Network Transformation for QEII Centre



About the Organisation

The QEII Centre is a flagship international conference and events venue in Westminster, London. Hosting high-profile government, corporate and international events, the venue relies on secure, high-performance networking infrastructure to support live, hybrid and digital event experiences across multiple floors and event spaces.

The Challenge

Modern Event Demands Outgrowing Legacy Infrastructure

The QEII Centre hosts some of the UK's most high-profile conferences, government events and international gatherings. As expectations around connectivity and digital experiences continued to evolve, the venue's existing network infrastructure was becoming increasingly difficult to support.

The ageing network was limiting flexibility, visibility and resilience, while growing demand for high-density wireless connectivity and hybrid event delivery placed additional pressure on the infrastructure. The venue needed a modern platform capable of supporting current operational requirements while providing the scalability needed for future growth.



Ageing Network Infrastructure

The existing wired and wireless network was becoming increasingly difficult to support and maintain.



High-Density Connectivity

Growing numbers of delegates, exhibitors and event attendees placed greater demands on network capacity and performance.



Limited Visibility

Existing monitoring and reporting capabilities restricted insight into network performance and potential issues.



Resilience Requirements

The venue needed greater redundancy and infrastructure resilience to support business-critical operations.



Future Scalability

The QEII Centre required a platform that could evolve alongside future technology and business requirements.



Operational Continuity

The project needed to be delivered with minimal disruption to a busy schedule of live events and venue operations.

The Solution

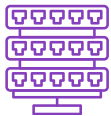
Modernising Connectivity Across the Venue

Following a formal tender process and technical evaluation, the QEII Centre selected Switchshop to deliver a complete wired and wireless infrastructure refresh based on HPE Aruba Networking technology.

Working closely with the venue's team, Switchshop undertook detailed wireless surveys, validated coverage requirements and developed a phased deployment strategy designed to minimise disruption to ongoing operations. Regular project reviews, risk management processes and stakeholder engagement ensured the solution remained aligned with both operational requirements and the long-term objectives of the organisation.

Given the complexity of the venue and its busy programme of high-profile events, careful planning was essential. The project was designed to modernise every element of the network infrastructure while maintaining service continuity throughout the implementation. By combining Aruba's enterprise networking technology with Switchshop's technical expertise and structured delivery approach, the QEII Centre was able to deploy a future-ready platform capable of supporting the growing demands of live, hybrid and digital event experiences.

Solution Highlights



Aruba CX Switching

A modern switching platform providing the performance, resilience and scalability required across the venue.



120+ Wi-Fi 7 Access Points

High-density wireless coverage designed to support delegates, exhibitors and event organisers throughout the building.



Upgraded Backbone Infrastructure

Enhanced fibre and Ethernet connectivity delivering increased capacity and improved reliability.



Centralised Network Management

Improved visibility, monitoring and control through a unified management platform.



Venue-Wide Infrastructure Refresh

Every element of the wired and wireless network was modernised as part of the programme.



Enhanced Monitoring & Support

Proactive monitoring and reporting capabilities provide greater operational insight and faster issue resolution.

Delivering a Complex Transformation

Phased Delivery with Minimal Disruption

The project was delivered in carefully managed phases over several months to minimise disruption to venue operations and live events. Switchshop coordinated the replacement of all core and access switches, deployed more than 120 wireless access points throughout the building and upgraded connectivity across multiple floors and event spaces. By combining detailed planning with a structured delivery approach, the project was completed while maintaining operational continuity throughout the venue.



Switchshop played a key role in helping us deliver a complex network transformation project. Their technical expertise and structured approach ensured the solution was aligned to both our operational needs and the demands of a modern events venue.

- QEII Centre

Results and Outcomes

The completed Aruba-based network has transformed connectivity across the QEII Centre, providing a modern platform designed to support the demands of a world-class events venue.

The venue now benefits from enhanced performance, increased resilience and greater visibility across its network infrastructure, helping ensure seamless connectivity for delegates, organisers and staff. With support for high-density wireless environments and modern hybrid event requirements, the new network delivers the flexibility and reliability needed to meet today's demands while preparing for tomorrow's opportunities.

As a result, the QEII Centre is better positioned to support high-profile events, improve operational efficiency and continue delivering exceptional digital experiences for its customers.

Working with the QEII Centre on this network transformation project continues a long-term working relationship. Following the award of the tender, the QEII team have worked closely with Switchshop to ensure that this project was delivered with minimal disruption or downtime as is required for a prestigious events venue where uptime is critical. The completion of the project has seen measurable improvements to the network, assisting the QEII Centre's operational objectives and ensuring they can deliver consistent services to customer organisations and delegates.

- Senior Account Manager in charge of the project



Enhanced Performance & Capacity

The new infrastructure supports high-density environments, enabling reliable connectivity for delegates, exhibitors, event organisers and venue operations.



Increased Resilience

Modern switching, upgraded backbone infrastructure and improved network design have strengthened reliability across the venue while supporting business continuity.



Greater Visibility & Control

Enhanced monitoring and management capabilities provide greater insight into network performance and enable proactive support.



Ready for the Future

With every element of the wired and wireless infrastructure refreshed, the QEII Centre now has a scalable foundation capable of evolving alongside future event technologies and customer expectations.