



**Torbay  
Development  
Agency**

#### Customer

**Torbay Economic Development  
Company Ltd.**

[www.torbaydevelopmentagency.co.uk](http://www.torbaydevelopmentagency.co.uk)

#### Location

**Torquay, UK**

#### The Challenge

**Provide seamless Wi-Fi Guest Access at  
Grade II Listed Building Cockington  
Court**

[www.cockingtoncourt.org](http://www.cockingtoncourt.org)

#### Solution

**Managed Guest Access**



*'We are really very pleased with the solution and tailored service Netutils have provided. The interface was quick to set up, straightforward and easy to use. The fact that we can now promote the Wi-Fi service to potential visitors is an added benefit and really brings Cockington court up to date.'*

## Seamless Wi-Fi Guest Access at Grade II Listed Building Cockington Court

Norma Paynton, Programme Manager at Torbay Development Agency talked to us about how using Netutils Managed Guest Access solution allowed Torbay Development Agency to boost the Wi-Fi service at Cockington Court for the benefit of the tenants and the many tourists and day visitors to the craft centre.

#### Background

The Torbay Development Agency's mission is to bring about the regeneration of Torbay and deliver economic growth to the community as a whole.

Cockington Court operated by Torbay Development Agency is a visitor attraction and Craft Centre and is one of Torbay's favourite destinations and a regional centre for quality arts and crafts.

Set in 460 acres of estate Cockington Court is home to a historic manor house with over twenty craft studios, tea rooms, a walled art garden, a Tudor rose garden, contemporary art gallery and a popular children's play area.

In 2011 Cockington Court's manor house was refurbished and 3 new buildings created state of the art craft units that were developed specifically for artists and designers. Alongside the Manor House, units were also created in the old stable yard and artists, a glass blower and a blacksmith have taken up residence (amongst others).

Torbay Development Agency manages these units and the manor house. The manor house is home to 2 large meeting rooms and on the first floor there are innovation units for business users such as architects and web designers, this has required Cockington Court to have a fast broadband connection along with Wi-Fi facilities.

*'To bring the facilities up to date we needed to boost the broadband for consistent connection. We also have a requirement to capture data so we can get a better understanding of who our visitors are, the benefit here being that this data capture allows us to promote the events and activities of Cockington Court to the visitors who use the Wi-Fi service. Netutils guest access solution easily facilitates this as it keeps a record of user's login information'*

#### Solution

Netutils Managed Guest Access solution provides a straightforward administration interface that allows corporate guests or site visitors to self-provision Wi-Fi access.

The solution has been designed to comply with legal obligations such as PCI, data retention and the Digital Economy Act to reduce the obligations on local IT teams in managing and reporting the data used and accessed by guests using the network.

The data captured helps organisations to gather marketing data, build customer loyalty and further promote services.

The Managed Guest Access solution at Cockington Court went live the 1st week in January 2014, complete with tailored customer branding on the login interface. Marketing data has already been extracted, passed to the operations team and uploaded into the marketing database (Evolutive) to be used to promote the activities and events at the court.

*'Netutils came highly recommended to us by our colleagues at Tamar Science Park who are very switched on as regards IT innovation. We were particularly impressed by the friendly, approachable and professional team at Netutils. They understood our requirements and worked closely with us to make sure we got exactly the solution we needed. Technical Director, Toby Makepeace arranged an initial conference call and demonstrated how easy the solution is to set up and how we can tailor the interface to accommodate our branding and link directly through to the Cockington Court website. I can highly recommend their Managed Guest Access solution to other organisations.'*

#### About Netutils

Established in 1993, Netutils have a strong legacy of providing networking and IT security solutions to both Enterprise and Service Provider businesses. Netutils' Managed Guest Access solution is one of the most competitive guest access solutions available. Please get in touch for further information.