

**BUILT FOR BUSINESS.
BUILT FOR BUILDINGS.**



its.

Introduction to connected buildings

In today's digital age, having high-quality, reliable internet in commercial properties is more crucial than ever. Robust and reliable internet connectivity isn't just a convenience for businesses—it's a necessity that affects daily operations, competitiveness, and growth potential.

There is a diverse mix of property types across the UK, each with its own requirements and driving forces towards a digital future.

While some will have their hand forced by the impending PSTN switch off (the cessation of traditional copper lines and ISDN (Integrated Services Digital Network)), replacing with all-IP networks, others are actively looking to turn their environments into 'smarter' ones, leveraging technology to enhance efficiency and occupant comfort.

It's not a one-size-fits-all, and we understand the complexities of providing excellent, future-proofed connectivity.

ITS is adept at managing different stakeholders in the supply chain. From landowners and landlords to tenants, managing agents, employees, and end-user customers. We've developed our proposition to accommodate the different requirements within distinct property profiles.

Considering alternative network providers, or "altnets," alongside larger operators offers multiple benefits to this group.

Altnets enhance competition, driving innovation, improving service quality, and lowering costs. This competition increases consumer choices and accelerates technology adoption. Altnets also deliver personalised customer service and bolster local infrastructure, supporting community development. Moreover, multiple providers increase network resilience, ensuring continuous service during outages.



Who we work with...

Shopping Centres

Modernising infrastructure and recognising the unique needs of these properties, from managing agents and landlords through to retailers and their end-user customers. Retailers need high bandwidth fibre connections to run their operations effectively.

Multi-occupier business units

Providing flexible network solutions with high bandwidth and enhanced security, ensuring tenants can access reliable, high-speed internet.

Retail Parks

Helping address connectivity challenges often caused by peripheral locations and separate, usually legacy, infrastructures.

Industrial Parks and Estates

Providing access to high-speed, reliable internet for modern industrial operations and cloud-based, data-hungry applications with the capability to scale.

How different connection speeds perform

CONNECTION TYPE	DOWNLOAD	UPLOAD	DOWNLOAD A 4K FILM (20GB) IN:	WHAT IT MEANS
Rural ADSL (copper) ¹	6 Mbps	6 Mbps or less	7 hours 24 minutes	This speed doesn't meet Ofcom's basic requirement for a decent internet connection—it's only slightly faster than the average internet speed from 2010. It's not much use for anything more than light internet browsing or sending emails at home.
Urban ADSL (copper) ²	14.5 Mbps	10 Mbps or less	3 hours 4 minutes	At less than a quarter of the speed of the current average residential internet connection, this could struggle with video content.
Average UK business speed ³	73.2 Mbps	18 Mbps or less	36 minutes 25 seconds	UK businesses are still lagging behind the global average speeds from 2020 (288 Mbps) ⁴
100Mbps	100 Mbps	100 Mbps for full-fibre, or less	26 minutes 40 seconds	The lowest typical speed offered as part of a basic fibre package. Suitable for low-demand businesses with everyday needs
1Gbps (fibre)	1,000 Mbps	1,000 Mbps	2 minutes 40 seconds	Gigabit broadband that can take on most tasks, offering seamless video calls, fast file transfers and lightening access to cloud-based services.
10 Gbps (fibre)	10,000 Mbps	10,000 Mbps	16 seconds	Only available through cutting-edge XGS-PON technology. With lower latency and the best network security, this can ensure your business is at the cutting edge of automation.



The speed and bandwidth explosion

Did you know there's marked shift to towards higher bandwidth products delivered by leased lines? It has created competition from more modern agile technology players such as ITS.

The business market is now set for a leap beyond 1 Gigabit. Businesses are making a progressive climb from 2 to 3 to 4 to 5Gbps to 10Gbps.

It's why technologies like XGPSON are growing in popularity.

¹ Ofcom. UK home broadband performance (September 2023). Available at: https://www.ofcom.org.uk/...data/assets/pdf_file/0032/267926/march-23-home-broadband-performance.pdf

² Ofcom. UK home broadband performance (September 2023). Available at: https://www.ofcom.org.uk/...data/assets/pdf_file/0032/267926/march-23-home-broadband-performance.pdf

³ ITS, Faster Britain website www.fasterbritain.com

⁴ <https://www.statista.com/statistics/1254729/average-business-broadband-download-speed-worldwide/>

A property proposition that's built around you.

Effective connectivity isn't a given for many business locations. That's why we've been working across the market with building owners, landlords, managing agents, and individual tenants to develop a portfolio that works for UK businesses, regardless of their built environment.

“Poor connectivity within our shopping centre locations impacts our customer experience, particularly when the store teams are completing finance agreements when the final stage requires it to be sent to a customer's email for approval. Because mobile coverage is also poor, the customer either has to connect to our customer WiFi or a shopping centre WiFi, all of which are restricted due to bandwidth issues.

“Poor bandwidth also causes frustration in-store for back office activities, and for accessing training materials from our key suppliers, especially where video content is used.”

IT Manager, National Jewellery Brand

Shopping Centres

Typically owned by large operators with managing agents, shopping centres often have an estates team on-site responsible for infrastructure and connectivity and a central comms room.

You'll have some legacy infrastructure, including lifts, emergency alarms, and CCTV, that may be supported by copper lines; the upcoming 2025 UK copper switch-off necessitates an upgrade to fibre to ensure uninterrupted service.

With growing trends in automation to support customer experience, you may already use or are looking to adopt technologies such as ANPR (Automatic Number Plate Recognition) parking systems. These systems require robust connectivity for real-time data processing and management.

Meanwhile, across all retail markets, your tenants will grow reliant on stable, high-speed internet for various functions such as payments, database reconciliation, security systems, and in-store Wi-Fi.

Where we've done it before

Yorkshire based out-of-town shopping centre

Our transformative connectivity solution revitalised a previously under-connected shopping centre, enhancing both retailer and customer experiences. By implementing a gigabit-capable full fibre network into the main communications room, we made advanced fibre connectivity options available to all 290 retail units within the centre.

This upgrade included the installation of 2,500 meters of internal fibre cabling with a 48-fibre XGSPON-enabled Access Network and the deployment of one 48-fibre core fibre for access and commercialisation to 17 fibre distribution points. Additionally, this project utilized existing physical infrastructure as part of a deal with one of the UK's largest landowners, cementing our commitment to long-term connectivity improvements.



ITS Connectivity Solution

We can upgrade and digitise your building. We'll agree with you on a model to access your property and will work with you to provide connectivity to your tenants.



Multi-occupier Business Units

Office blocks containing multiple business units, each housing different companies, are commonplace in high-density urban centres.

They typically involve complex infrastructures with varying connectivity needs across different offices, and infrastructure can be difficult to navigate. Negotiating access for installation and maintenance can be challenging due to the multiple stakeholders involved. It requires clear agreements and often complex logistics.

Each business may have different IT infrastructure demands and security protocols, which need tailored connectivity solutions.

It means flexible network solutions should be available to tenants, whether startups needing basic internet access to firms requiring high bandwidth, low latency and enhanced network and endpoint security.

Where we've done it before

City of London-based managed office space

The complex, featuring seven floors with a range of facilities including offices, conferencing and banqueting spaces, needed robust internet to support both temporary and permanent tenants. The installation of a 10Gbps solution enabled high-speed, scalable internet services, catering to diverse business needs.

This upgrade facilitated seamless internet access from day one, with options to expand services as tenant demands grow.

The new system replaced outdated ADSL connections, alleviating bandwidth competition and supporting the complex's expansion goals, positioning it as a prime location for businesses seeking impressive and functional office space.



ITS Connectivity Solution

Based on the needs and demands of your existing business tenants, we can digitise your building and connect it to our backhaul network. Working with our specialist partners, we'll provide fibre and business offers that allow organisations to connect.



Retail parks

Situated out of town or on the edge of town, often accessible via major roads, retail parks often comprise separate buildings, each housing different large retail brands.

Typical tenants can include major retail chains, often including department stores, supermarkets, and speciality stores.

Due to their peripheral locations, these parks might face challenges with existing telecoms infrastructure, often resulting in limited connectivity options. Meanwhile, separate buildings may require individual connections, complicating the deployment of a unified network infrastructure.

Connectivity Requirements lean toward high bandwidth and service reliability, supporting the high volume of transactions, warehouse automation, and data usage such as inventory management, sales processing, and customer service operations.

Where we've done it before

North West-based retail park

The retail park's shopping units each faced a challenge with slow internet speeds, unable to meet the community's demand.

Despite lobbying efforts and discussions with various stakeholders, no firm commitment for an upgrade was made.

To address this, we were able to provide a full fibre pipe with backhaul into our national network, providing tail connections to the park's units, with speeds of up to 10Gbps.



ITS Connectivity Solution

Based on the needs and demands of your existing business tenants, we can digitise the area around your properties, connecting to our backhaul network. Working with our specialist partners, we'll provide fibre and business offers that allow organisations to connect.



Industrial parks and estates

Typically situated in out-of-town industrial areas and often not prioritised for high-speed connectivity infrastructure. They consist of standalone units that can house call centres, manufacturing facilities, warehouses, or logistics companies.

Operations vary, sometimes involving heavy machinery, large-scale logistics, and extensive warehousing, through to multiple user-demands, all requiring robust and reliable connectivity.

Existing infrastructure may not support high-speed, reliable internet, which is critical for modern industrial operations.

The geographic spread and isolation of units can complicate the deployment of consistent and unified network solutions across the entire park.

High bandwidth, low latency and a reliable and secure network are vital. They support complex operations, including real-time data processing, IoT devices, and cloud-based applications.

They also need the ability to upgrade and expand network capabilities as businesses grow and their technology needs evolve.



ITS Connectivity Solution

We will connect the underlying infrastructure (including ducts, tramlines, and dig-one assets) and digitise the area around your properties to our backhaul network. Working with our specialist partners, we'll provide fibre and business offers that allow organisations to connect.

Where we've done it before

East London retail park

Businesses across a large out-of-town industrial area were suffering from poor connectivity owed to legacy infrastructure and lack of alternative options.

Our six-mile full fibre network installed, part of a broader initiative, began in the town centre and extended through key industrial areas.

Businesses across these areas – from logistics, religious institutions, through to advanced manufacturing, now enjoy 10GBps of reliable high-speed connectivity, a significant improvement over previous services.





“Many of our businesses are sole traders and put their energy into their business, generating economic activity. We have the network and connections to support them to do these things, providing opportunities to leave precarious domestic situations.

“They will use our hubs to become economically active and having an internet connection of the quality that we have really does help.”

CEO and founder of multi-tenanted creative offices

Why gigabit-capable full fibre? More than just speed.

Ofcom’s definitive ‘Connected Nations 2023’ report shows that as of September 2023, just over half (51%) of small- and medium-sized businesses (up to 249 employees) in the UK had access to a full-fibre network (Ofcom Connected Nations 2023).

But it’s not just mission-critical industries that benefit from faster speeds. The next generation of business applications is bandwidth-hungry, with robotics, AI, smart city devices, and edge computing at the helm of business development. With more businesses expected to adopt these technologies, the connectivity infrastructure is essential.

Access to high-speed broadband is vital for every business, regardless of size, scale, or reach, from sole traders to multinational corporations.

Ways it can support your business

1. Attracting and Retaining Tenants

Reliable high-speed internet is a crucial amenity for businesses, especially in fast-moving, data-hungry sectors like retail, creative, advanced manufacturing, TMT and finance. Properties with better connectivity are more attractive to these potential tenants.

2. Operational Efficiency

Many businesses rely on cloud computing, video conferencing, and online collaboration tools that require strong internet connections. Poor connectivity can hinder these operations and affect productivity.

3. Property Value

Buildings with upgraded internet infrastructure often have higher property values and can command higher rent prices due to the added convenience and capabilities.

4. Competitive Edge

In competitive real estate markets, properties with superior internet speeds stand out, offering landlords a significant advantage over properties with inadequate connectivity. Improving internet access in commercial property not only meets the demands of modern businesses but also enhances the space’s overall desirability and functionality.

Enhance your proposition – boost your WiredScore

Did you know a WiredScore rating assesses and certifies commercial buildings' connectivity and technological infrastructure?

This rating helps landlords and tenants understand the quality and reliability of a building's internet infrastructure. Buildings are rated based on factors like the number of available internet service providers, the quality of the physical internet infrastructure, the resilience to service disruptions, and preparedness for future tech improvements.

High WiredScore ratings can enhance a property's attractiveness to tech-savvy tenants.

We have designed and built our network within reach of commercial premises to ensure that the business community has access to business connectivity, which will underpin the technologies that will ensure their continued competitiveness.

We only offer our network to businesses, and we provide the service levels, support, security, and customer care that ensure you stay online.

“The issues we have faced in the past when installing leased lines with wayleaves are a real battle - they typically take between 12 and 18 months to complete. The generic approval of fibre within a centre would be great and help speed up and reduce the cost and delivery time to our tenants.”

Landlord of Yorkshire-based shopping centre

What is XGS-PON?

XGS-PON stands for '10Gbps-capable Symmetrical Passive Optical Network'. The "XG" refers to the speed (10Gbps) which drastically surpasses standard business broadband speeds in the UK by over a hundredfold. The "S" indicates the speed applies to both uploads and downloads, which is crucial for operations involving cloud services, video communications, or large file transfers.

Additionally, XGS-PON technology provides lower latency than older fibre types, offering a smoother and more responsive user experience.

Why ITS for property..?

We're a B2B dedicated provider of full-fibre, delivering infratech across the UK.

Our portfolio is specifically tailored to business requirements from product functionality to the service parameters businesses need.

We've got the largest business fibre footprint outside of the incumbents and we're recognised as one of the UK's fastest-growing companies. We're now underpinning the digital framework that is supporting the UK property market.



And our national coverage is growing.

Our network now passes 25% of all UK business premises - amounting to 50% in England - with an ambition to pass 40% of all UK premises in the next two years.

We've done it by investing in key towns and cities across the UK where we serve business-dense commercial areas.

Wherever you are in your connectivity journey,
our expert property team can provide the
support and guidance for your business
objectives now and in the future.

its.

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