

# CASE STUDY

## Three's a crowd

Three's a Crowd is a modern gastropub in the heart of Harrogate, offering locally sourced British food, exclusive wine-pairing dinners, al fresco events ... and the best Sunday roast in Yorkshire! With chefs using the finest ingredients and guests choosing from a hand-picked wine list in a stylish but relaxed setting, it's clear that quality is paramount. All that was lacking was five-star WiFi throughout the site.

Sabrina Kharfallah, Events and Marketing Manager, explains.

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**Our Euros coverage was a big success, we had a Halloween night streaming old-school scary movies and we've shown the Six Nations rugby without a hitch.**  
— ” —

## the challenge

Our WiFi was incredibly slow, making it hard for our management team to work on their laptops and bringing down our card machines and till system when it frequently cut out. That was undermining productivity, was frustrating for guests and made business stressful when it went down, as it would, on a busy Saturday. What's more, the Euros were fast approaching and we wanted to show the football outside on a big screen, but the WiFi wouldn't reach our large terrace area.

## the response

We contacted Marston's Telecoms with a tricky problem and a very tight deadline, and they got everything sorted quickly and efficiently. They offered an on-site consultation, clearly set out the benefits of what they were proposing without tech speak and jargon, and installed what we needed with minimal disruption while Three's a Crowd carried on trading. All hugely helpful.

They diagnosed that we had slow speeds because we were on the most basic form of broadband (ADSL), with our connections giving us speeds of around 10mbps – 20mbps and our payment devices competing for what little broadband bandwidth there was. Our router behind the bar and in the office downstairs meant the WiFi was struggling to get through a crowd of guests and our thick stone walls. So Marston's Telecoms installed faster and more stable fibre connections along with new hardware to get WiFi coverage throughout the site.

To do so the Marston's Telecoms team first came to visit Three's a Crowd and talk to us in person about the problems we were having. Then they came back to upgrade our connections to fibre, provided a new switch and strategically placed access points for WiFi coverage, and carried out full cabling to connect everything seamlessly.

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## the result

Because Marston's Telecoms has vast experience with such projects they knew immediately what we needed and how to deliver it. They guaranteed they'd get us great WiFi in time for the Euros and that's what they did. We now have far better speeds and greater reliability for our devices. Improved WiFi coverage really has enhanced the customer experience too as we can now stream live events out on the terrace without any worries.

Our Euros coverage was a big success, we had a Halloween night streaming old-school scary movies and we've shown the Six Nations rugby without a hitch.

Our management team can work on their laptops anywhere on the premises, moving out to the terrace to take advantage of the weather when it's warm. The till system and card machines are flawless, making payment easy.



## the verdict

Marston's Telecoms has done a brilliant job. We can run the business more smoothly, and our guests have the fast WiFi they expect throughout the site – so they can be out on the terrace, using social media to tell everyone how good Three's a Crowd is, and posting on Instagram pictures of the best Sunday roast in Yorkshire!

