

CASE STUDY

Lambeth High-Speed Connect programme helps VAULT Creative Arts connect to high-speed internet

July 2022



VAULT Creative Arts based in Bishop's ward will now have a connection that is over 10 times faster than their previous connection.

VAULT Creative Arts became aware of Lambeth's High-Speed Connect programme in May 2022, they applied for the grant to increase their internet from 8.5mbps to 100mbps. This case study shares their experience.

Introducing Vault Creative Arts



VAULT Festival is a leading independent showcase of live performance and artistic talent (left). The Glitch (right) is their recently launched café, bar as well as performance space. A home to artists, residents, workers, and visitors to the local area.

[VAULT Creative Arts](#) is located at 134 Lower Marsh (SE1 7AE) which is in Bishop's ward. VAULT Creative Arts run cultural events and unique creative opportunities for both new and established artists within the UK and internationally. Their flagship event is the critically acclaimed VAULT Festival, an independent showcase of live performances and artistic talents.

There is a core team of 10 people who work in the office, another 10 people working in the café and during VAULT festival the business grows to over 100 freelancers. They are not publicly funded so all money that is invested into making the festival happen is at risk of being lost every event. They meet this challenge by ensuring the festival is as economically efficient as possible. They run all of the venues and bars, setup and manage the box office, and create and sell their own merchandise.

The café above the basement they have been operating from has recently come up for lease and they have taken this on. The Glitch, opened on 18th July 2022 is a unique multi-use space offering a creative home to artists, residents, workers, and visitors to the local area. The Glitch will host a rolling programme of both free and ticketed live events featuring stand-up comedy, quiz nights, spoken word, music, open mics, as well as displaying artworks from local visual and creative industry artists.

How was the internet before?

Prior to installation taking place, VAULT Creative Arts were using the domestic connection provided by the lease holders which was a low bandwidth. Download speed was just 8.58mbps and upload speed was 0.75mbps. The connection was unreliable and unable to sustain more than a couple of the team on video calls at once. As a business that is reliant on connecting with

artists and contacts via video call this was frustrating. As a business they use a lot of google tools, so most of the work is cloud based, the low level of internet speed makes this difficult and potentially unreliable.

Liz Arday, General Manager of VAULT Creative Arts said that the grant opportunity had come along at a good time. They were taking on the lease for the new café/bar/performance space and would need a stable connection to be able to offer this as a workspace for creatives.

What did they apply for?

Liz Arday applied for a Lambeth High-Speed Connect grant on behalf on VAULT Creative Arts. They applied to increase their internet speed from 8.58mbps download and 0.75mpbs upload to a 100mbps connection.

The grant application was for £1,995 and this covered the costs of installation for the address. The network provider selected was Business Technologies, who will be providing the fibre leased line for a term of at least 12 months. VAULT Creative Arts will be paying the monthly costs of £234.09.

How did they find the application process?

They found the application process straight forward. They contacted all the approved network providers for a quote and whittled it down to a shortlist of three before deciding on Business Technologies.

When asked why they opted for Business Technologies over any of the other providers, Liz mentioned that they had identified a preferred provider based on their understanding of the business and its values, level of interest shown, future solutions offered and the competitive pricing. The lead time also played a part in the decision as David Stone from Business Technologies was able to offer a quicker turnaround than some of the other providers. Three weeks rather than the six to twelve weeks wait quoted from other providers.

Liz also noted that the time taken to award the grant from application, although only eight working days, had meant that the initial offer David Stone had negotiated had lapsed and they ended up with a slightly longer term on the contract.

What was the installation process like?

Business Technologies have managed a majority of the paperwork. Although the installation was carried out very promptly after they were awarded the grant (mid-June), unfortunately there was an issue with the work that British Telecom had completed. This led to a slight delay in the completion of the installation.

Although this was frustrating for the business, Liz Arday notes that David Stone (Business Technologies) had been great throughout the process, remained in contact via email and

attended the site several times. The connection was fully completed at the beginning of August 2022.

What difference has the new high-speed internet made?

There are 20 core staff spread across the café and office who will benefit from the connection as well as up to 100 freelancers. Individuals working from the café workspace are also able to utilise the connection bringing the number of people benefitting from connection to around 50.

Since installation of the new full fibre connection, the biggest difference is being able to video call without having to limit the amount of people on the internet at once. It had been a running joke that only a couple of the team could video call at one time. VAULT Creative offer digital events to artists in both London and the wider UK, so are now able to plan and host large scale streaming events with greater confidence. This will help them with their outreach to artists and partners across the UK and beyond. They work in a hybrid of in office and remote working so having reliable connection is essential for their internal communications. With many internal meetings and communication happening throughout the working day, the fibre connection has proved invaluable to the quality and consistency of their operations.

Being a business that utilises many of Google's tools and programmes, much of their work is carried out in the cloud. The increased internet speeds will allow them to access the cloud-based software more reliably and its anticipated this may also lead to some time saving and efficiencies.

Although the costs can be higher than a traditional internet connection, the benefits to their daily operations and organisational growth are outweighing the costs. They are also able to offer free reliable internet to the local community via their newly opened cafe/bar/performance space 'The Glitch' which is something that VAULT Creative Arts are proud to offer.

Liz Arday from VAULT Creative Arts said that the new connection "has proved invaluable to the quality and consistency of operations and we are incredibly grateful to Lambeth for removing the financial barriers to upgrading"

<https://vaultfestival.com/>

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