

# CASE STUDY

# CITIZENS

# THEATRE

In 2015, Citizens Theatre reached out to KubeNet after a recommendation, seeking solutions to several pressing challenges, including internet connectivity, IT infrastructure, and an outdated telephony system. This case study chronicles our collaborative efforts over four key stages, highlighting how we helped the Citizens Theatre stay at the forefront of technological innovation while maintaining its rich cultural legacy.

## THE COMPANY

Citizens Theatre is an iconic venue and theatre company based in the Gorbals area of Glasgow. A cornerstone of Glasgow's vibrant cultural scene, it has been a beacon in the community for over 75 years. Renowned for its bold productions, the "Citz" has nurtured countless talents and captivated audiences. Currently the theatre is undergoing a major refurbishment, set to be completed in 2025, that will preserve its historic charm while equipping it with state-of-the-art facilities.

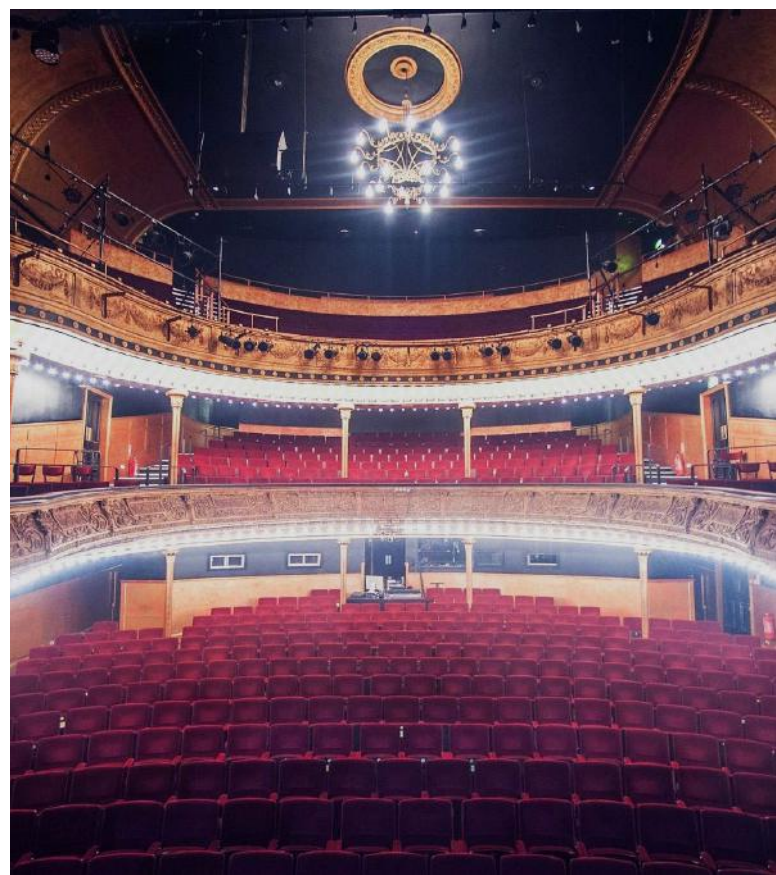
This ambitious partnership ensures that the Citizens Theatre will continue to inspire and engage future generations, solidifying its place as a leading force in the arts, both locally and internationally.

## PROLOGUE

The Citizens Theatre got in touch with us following a recommendation. With several challenges, including internet connectivity, IT and an outdated telephony system we started a journey in 2015 that would create an infrastructure that would be flexible, resilient and increase their capabilities as a theatre. When the Citz prepared to close for refurbishment in 2018 and with over 60 staff relocating temporarily to home and 4 different locations throughout the City, they needed a solution that would keep them connected safely and securely.

## OBJECTIVE

Our goal was to modernise and enhance the Citizens Theatre's infrastructure, ensuring it remained flexible, resilient, and capable of supporting the theatre's operations during both normal circumstances, and through significant disruptions like COVID-19 and a major refurbishment. This included improving internet connectivity, IT systems, and telephony to better support their team of staff, production teams, and audiences, as well as securing the theatre against cyber threats and enabling new capabilities such as global streaming of productions.



## KEY RESULTS

- ▶ Gigabit Ethernet with state-of-the-art hosted Firewall
- ▶ Fully flexible and scalable hosted telephony solution
- ▶ Cost savings and increased services
- ▶ 24/7 availability and support
- ▶ Peace of mind from having all data stored in a secure location
- ▶ Enhanced team resilience
- ▶ Remote logins are a long-term solution

## PROJECT DELIVERY

### ACT ONE

We connected the Theatre with full fibre ethernet and protected them from cyber-attacks by deploying our Hosted Firewall solution, KMFS. We built a Meraki Wi-Fi solution, improving security and coverage, which was a game changer for the back office, production team, actors and customers. A further benefit of dedicated bandwidth was the ability to stream stage productions to other theatres globally which was both exciting and raised their profile.

An upgrade of their IT servers was next on the agenda including Office 365 and as part of the IT strategy we took their back-ups from on-premises into the cloud, making them more resilient. As part of the move to make them more agile and less reliant on ageing telecoms, we migrated them to our Hosted Telephony platform OPTIMUS increasing resilience and features which would prove to be valuable in 2018.

### ACT TWO

As the Citz prepared to close for 3 years we put the action plan in place, building an IPVPN & Wi-Fi network across their new temporary homes at Scotland Street Museum, Skills Academy and The Tramway. During the installation process our Technical Team were consistently available, making sure the theatre was set up across multiple sites, and answering any questions as and when required.

This is when our hosted telephony solution and Office 365 came into its own, ensuring that they were online anywhere and everywhere and making calls as if they were still at their spiritual home in the Gorbals.

### ACT THREE

During the COVID-19 pandemic, we were able to respond quickly to the team's new remote working requirements. We installed Cisco AnyConnect VPN to ensure the team had remote access to the network.

We also reduced the costs of monthly bills, by offering to stand down hosted licenses that would not be used during lockdown and reducing the costs of their IPVPN with a payment holiday.

Now we continue to provide Managed Support alongside our suite of services, ensuring that the Citizens Theatre is prepared for the next exciting chapter in its history.

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