



## PSBA Public Access Wi-Fi

PSBA's Public Access Wi-Fi service provides the capability for organisations to give people access to online resources from public sector buildings, while allowing for a degree of governance and content moderation. You will be able to provide public access Wi-Fi at your organisation using your existing PSBA connectivity, outsourcing the risks associated with public internet access to a specialist service provider

and removing the requirement for a separate connection to deliver this service.

Separating corporate and public Wi-Fi networks means that you can control who has access to sensitive information, ensuring business information remains safe and secure while providing members of the public with the Wi-Fi capabilities they have come to expect.

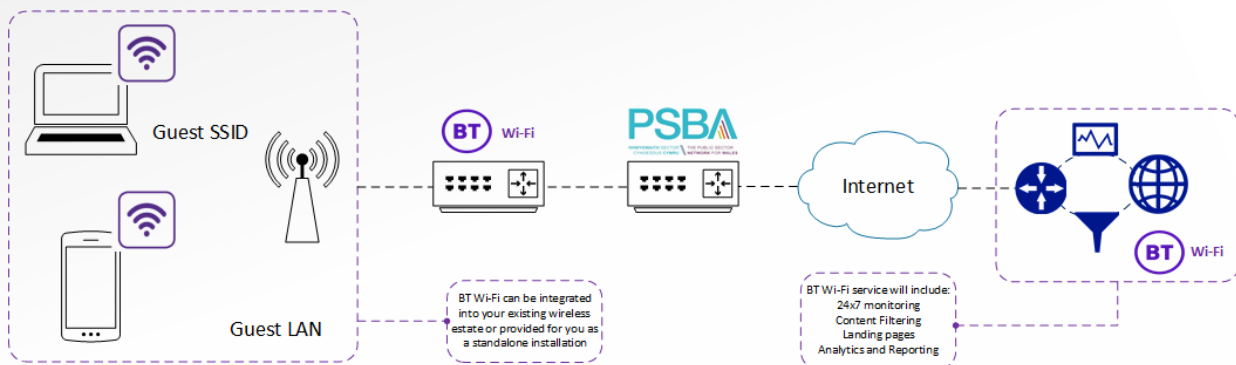
### What's included:

PSBA can provide two service offerings:

- **Standalone Site** – fully-managed wireless installation including survey, Wireless Access Points and Public Wi-Fi Gateway
- **Centralised Overlay Solution** – your organisation remains responsible for the Wireless Infrastructure and we will provide the Public Wi-Fi Gateway at your Headquarters or Data Centre

### Overview of the PSBA Public Access Wi-Fi service

- \\ BT Wi-Fi service for staff and customers/visitors
- \\ Cisco Wireless Access Points (for a Standalone Site service)
- \\ Easy to connect branded landing pages
- \\ Real-time analytics dashboard
- \\ Ability to send targeted SMS and email communications to your visitors using Wi-Fi
- \\ Content filtering to protect your users
- \\ 24/7 x 365 helpdesk



PSBA is committed to making sure that public sector organisations have access to the right technology and connectivity to deliver efficient services.



Gweithio mewn partneriaeth gyda  
Llywodraeth Cymru  
Working in partnership with  
Welsh Government

## Protection

PSBA Public Access Wi-Fi will filter out illegal content as defined by the Internet Watch Foundation.

In addition, PSBA organisations can choose from eight optional categories of inappropriate content which can be filtered out.

All organisations must act in accordance with current legislation. We take away the worry of compliance, remove the responsibility of keeping up with legislative change and ensure your Wi-Fi obligations are always covered.

As part of our service, we make sure your Wi-Fi network complies with:

- \\ **The Data Protection Act (1998)**
- \\ **EU General Data Protection Directive (GDPR)**
- \\ **Privacy & Electronic Communications Regulations (PECR)**
- \\ **Data Retention and Investigatory Powers Act 2014 (DRIPA)**
- \\ **Digital Economy Act 2017**

## Benefits

### \\ **Increased security**

Offering PSBA's Public Access Wi-Fi allows you to outsource the risks associated with public internet access to a specialist service provider. We will ensure your business information remains safe and secure, while providing visitors with Wi-Fi access.

### \\ **Cost-effective**

PSBA can offer Public Access Wi-Fi services at a favourable price, saving you the time and cost of going through individual procurement exercises. Customers have the option of dedicating some of their existing bandwidth to Public Access Wi-Fi and running the service over an existing PSBA internet connection, representing a cost saving.

### \\ **Customer/visitor satisfaction**

Your customers/visitors can be directed to links providing FAQ pages or appointment booking systems. Plus, they will have the Wi-Fi capabilities that they have come to expect and are able to access their emails, social media and general browsing to help improve their experience.

### \\ **Service management by PSBA**

PSBA will provide service management through standard PSBA processes, providing a technical support service desk to handle incidents and queries relating to the network elements of the service. The fully-managed service will supply proactive fault diagnostics, physical engineers and reporting so that you can rest assured that support is in place should you need it.

### \\ **Filtering options**

Delivering public Wi-Fi brings an increased number of regulatory obligations, including filtering illegal and inappropriate content. PSBA's Public Access Wi-Fi service takes away the worry of compliance and keeping up with legislative change, as PSBA ensures these obligations are always covered.

### \\ **Branded landing pages**

We will provide options of landing page designs for your guest users. Tailored landing pages make people aware of the additional services provided by the organisation delivering the public Wi-Fi service.

### \\ **Productivity**

PSBA Public Access Wi-Fi helps make sure everyone has access to the right technology and connectivity. PSBA connects Wales' public services and helps them to achieve more. As well as enhancing customer and visitor satisfaction, Public Access Wi-Fi can also drive productivity and innovation.





## Fully project managed installation

- \\ PSBA will design your network
- \\ We will conduct a survey to determine the number of access points you require
- \\ We will project manage the installation, and can proactively manage your Public Access Wi-Fi service 24/7 x 365
- \\ Our PSBA account management team will support you throughout the contract

## Service management

The service management component of the PSBA Public Access Wi-Fi service is split into three main areas –

- \\ Network Issues
- \\ User Issues
- \\ BT Wi-Fi Managed Router



## Next steps

If you would like to discuss this service in more detail, please contact your Business Development Manager.

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