



## Wireless in Buildings: What Building Professionals Think

Cellular connectivity—the network access provided by wireless operators and connecting devices such as smartphones and tablets to the mobile network—has become a consumer expectation. It connects families to their loved ones, enables businesses to compete across the globe, and supports increased economic output.

There are an estimated two billion smartphone users globally, with an estimated 80 percent of mobile traffic originating or terminating within a building.

With that in mind, it is critical that residents, visitors and workers have access to strong and reliable cellular coverage in order to properly make use of their mobile device. Despite this, only two percent of commercial buildings have dedicated technology to ensure strong and reliable mobile coverage indoors.

CommScope launched dedicated research examining the current performance, attitudes and insights of building managers, architects and facilities managers regarding access to in-building wireless (IBW) connectivity—and to find out why so many buildings, and therefore tenants, remain disconnected.

### So what did we find?

It seems that the provision of indoor wireless coverage isn't as high on the building industry's agenda as we would have hoped—with fewer than half of architects across the globe planning and designing buildings with dedicated in-building cellular networks in mind.

Despite an apparent lack of commitment to planning for in-building mobile connectivity, however, three quarters of respondents cited its inclusion as 'important' or 'very important' factor in any property. However, nearly half admitted having no control over the in-building cellular coverage in their buildings, but wished they did.

### Who survey respondents see as responsible for ensuring indoor wireless connectivity:

- Over a third pointed to network operators
- A quarter placed emphasis on IT managers
- Only one in five thought building managers are liable

### The top three roadblocks standing in the way of providing indoor wireless connectivity:

- The cost of the network
- The complexity of the technology
- A lack of skilled workers to manage it

Our full report sets out to uncover some of the reasons behind the building industry's attitudes, provides recommendations as to how the industry can overcome the challenges and seeks to uncover the value of in-building wireless connectivity to property owners, managers and tenants alike.

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