

eForce: IT Services at Olympia Events

We provide connectivity solutions with a dedicated on-site monitoring centre and a professional, friendly support team. We will listen to your needs and tailor the best possible solution. We encourage exhibitors to order in advance for cost savings and peace of mind during the event.

AVAILABLE TO ORDER:

Wired Connection: Most consistent and reliable, with speeds of up to 10 Gbps available. Plug and play internet for exhibition stands—strongly recommended for all critical tasks.

Wireless Connection: Easy setup. More flexible than wired but vulnerable to some wireless interference. Great for emails and basic browsing.

WiFi Zone: Fast and flexible. Exhibitors can attract visitors to their stand with a custom SSID and password—a great way to engage attendees and a good item to get sponsored. Enhanced security also available. Select from 10 user or 30 users.

Additional Services: Patch leads, equipment, accessories, VLANs, telephony and bespoke networking solutions available.

Need some guidance? Contact us:

- **Email:** sales@eforce.co.uk
- **Tel:** [+44 \(0\)20 7598 2400](tel:+44(0)2075982400)

SPEED GUIDANCE:

- **Light Browsing**
Suitable for: Checking emails and browsing the web
Recommended Speed per User: 2 to 4 Mbps
- **Browsing and Communications**
Suitable for: All of the above, plus social media, lead capture, payments, basic cloud apps, VoIP calls, and connecting to your office network
Recommended Speed per User: 5 to 10 Mbps
- **Product Demos, Streaming Video Content, Conference Calls, Cloud and Web Apps**
Suitable for: All of the above, plus product demos, video conferencing, HD streaming, and intensive cloud and web applications
Recommended Speed per User: 10 to 25 Mbps
- **High Demand Activities**
Suitable for: All of the above, plus large file transfers, multiple video streams, webinars, and advanced marketing tools
Recommended Speed per User: 50 to 100 Mbps

Important Information & Preparation Tips:

Mobile Networks: Olympia Events is not responsible for the performance of 4G/5G networks. We are unable to assist exhibitors relying on mobile data for connectivity, and it is not recommended for exhibiting purposes.

Visitor WiFi: We do not recommend using Visitor WiFi for exhibiting purposes as it is not designed for exhibitor needs. We cannot assist exhibitor issues related to Visitor WiFi.

Check for 5GHz Compatibility: Older devices using the 2.4GHz band may struggle in busy areas. Ensure devices are 5GHz (802.11a) compatible for a more reliable connection.

Onsite Rates: Orders placed once the show tenancy begins will incur higher rates, so make sure to order in advance.

Update Your Devices: Make sure all software, security, and drivers on your devices are up to date before the event.

WiFi Broadcasting is prohibited: Exhibitors are not allowed to install or broadcast their own WiFi networks. Any unauthorised connections will be disconnected to protect the event's connectivity.

Build-up and Breakdown: Connectivity services during build-up and breakdown are not guaranteed.

If you have ordered a Wired Connection: Wired connections are supplied via Cat5e cables with RJ45 connectors. Ensure your device connects via DHCP. For Windows, unselect the proxy server and enable DHCP in network settings. For Mac OSX, check TCP/IP, DNS, and Proxies settings, and turn off WiFi to prioritise the wired connection.