

# Merseyrail

## Highlights

- Merseyrail, one of the most heavily used railway networks in the UK, carries approximately 110,000 passengers each weekday.
- Merseyrail engaged Arista Networks to provide passengers with seamless, uninterrupted connectivity as they pass between underground stations.
- Improved the productivity of a small IT team by eliminating the need to travel to stations for troubleshooting or AP management.
- Networks are now secured by Arista WIPS along with required PCI/DSS compliance.

Merseyrail is an urban network of vital importance to the transport infrastructure of Liverpool and its surroundings. It is one of the most punctual and reliable railway networks in the UK, with consistently high scores for customer satisfaction. On an average weekday, Merseyrail runs 800 trains and carries over 100,000 passengers. The network consists of 67 stations. Six of these are underground and connect the city-center, which is a hub for work, education and shopping. Merseyrail is a 50-50 joint venture between Serco and Abellio.





“We are happy with our decision to purchase Arista Networks and believe that the changes they brought are welcomed by both our customers and staff alike. WiFi has become an expectation from passengers, and we wanted to get ahead of the game by putting in a reliable and safe guest network for the benefit of all our customers.”

– Kevin Lindsay, Business Systems Support Analyst, Merseyrail

### The Challenge

Merseyrail, a UK-based railway network serving the Liverpool area, was seeking to keep up with ever-growing passenger demand for WiFi access. The challenge? Merseyrail needed to provide WiFi to riders not only in their aboveground stations, but also to passengers traveling below ground as well. Considering Merseyrail is one of the most heavily utilized railway networks in the UK, carrying approximately 110,000 passengers each weekday, this was going to be no small challenge.

### The Arista Solution

After a successful trial at Merseyrail’s head office, Arista was asked to roll out its robust Cognitive WiFi™ to its prized city center railway stations. Already Arista CloudVision customers, Merseyrail was ready to combine the security features of Arista’s industry leading WIPs and federal-grade security measures, including PCI/DSSc compliance with Arista’s scalable, intelligent cloud-managed WiFi solution.

The results have been immediate and impactful. The lean Merseyrail IT team can now oversee their geographically dispersed network from the central office. Arista’s Access Points (APs) monitor and troubleshoot the network, alerting the IT team of any network anomalies. Arista’s Cognitive WiFi can discover network problems and fix them without any IT team intervention, introducing a self-driving, self-healing network. Because Arista’s tri-radio APs can act as a client, the IT team no longer has to be dispatched to for onsite server management, saving precious time and money. For passengers who expect pervasive and pristine guest WiFi, the upgrade has meant reliable WiFi that follows them on their journey. Given the success of the WiFi upgrade, Merseyrail is now considering introducing Arista Networks APs at all stations to ensure to best possible WiFi experience for their riders. The benefits of Arista’s Cognitive WiFi are being felt not just by Merseyrail passengers and the IT team, but also by Merseyrail staff that oversee services at stations, as well. Station staff have utilized Arista’s guest engagement portal to view intuitive analytic data, which reveals how long passengers have been waiting and in which locations. Merseyrail intends to use this information to develop potential outdoor advertising locales within each station.

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