



Case Study

Gatwick Airport: Standardising Hybrid Meeting Spaces Across a Complex, Live Environment

Designing and deploying intuitive, high-performance meeting spaces to support seamless hybrid collaboration.

34
meeting rooms across six buildings

Live environment

delivered with minimum disruption to teams and operations

Microsoft Teams rooms

standardised hybrid collaboration

Certified MTR technology

simple, intuitive user experiences

Multi-building deployment

consistent standards at scale

Ongoing support

continued infrastructure support service

Solution partners

Philips, Absen, Poly

Client Overview

Gatwick Airport is the **world's busiest single-runway airport**, supporting millions of passengers each year and operating within a highly regulated, security-critical environment. Alongside its operational estate, Gatwick also supports a large, distributed office workforce that increasingly relies on hybrid collaboration to work effectively across teams, partners and locations.

LMG has partnered with Gatwick Airport for over 14 years, delivering digital infrastructure, networks, security systems and collaboration technologies.

The Challenge

As hybrid working became an established part of day-to-day operations, Gatwick Airport needed to **upgrade, digitise and standardise its meeting room environments** to better support **collaboration** between on-site and remote teams. Existing spaces varied in size and specification, creating inconsistent user experiences and increased reliance on IT support.

The programme required the delivery of **34 Microsoft Teams-enabled meeting rooms across six separate buildings**, each with different configurations, usage patterns and technical constraints. Solutions needed to align fully with Gatwick Airport's existing IT and Microsoft 365 environment, while also allowing for the re-use of suitable existing equipment to maximise value and reduce waste.

All work had to be carried out within a **live, operational airport estate**, where **minimising disruption** was critical. This introduced additional complexity around access, scheduling and coordination, particularly as device provisioning relied on close collaboration with internal IT teams and third-party partners. **Achieving consistency, reliability and ease of use at scale**, without impacting daily operations, was central to the challenge.

Key Requirements

- Certified Microsoft Teams Room (MTR) technology
- Scalable designs for small, medium and large spaces
- IT, power and physical equipment to support the upgrades
- Deployment across multiple buildings in a live environment
- Minimal disruption to any live airport operations
- Integration with existing IT and Microsoft 365 environment
- Coordinate with internal IT Teams and third-party partners
- Provide essential consistency, ease of use and reliability to avoid user frustration and reduce ongoing IT support demands
- Re-use of existing AV equipment where appropriate
- High-quality audio and video performance
- Simple, intuitive in-room user experience
- Consistent room standards across the estate
- Secure provisioning and commissioning
- Ongoing support and rapid response services

The Solution

Designed and delivered a standardised Microsoft Teams Room solution to support Gatwick Airport's hybrid working model across **multiple buildings**.

Each meeting space was assessed to **align technology** with room size and usage, creating a consistent and intuitive experience across the estate. Certified Microsoft Teams Room (MTR) hardware and commercial-grade displays delivered **reliable audio, video and in-room control**, fully integrated with Microsoft 365.

Working closely with Gatwick's IT teams, **installation and commissioning** were completed with **minimal disruption** in a live operational environment.

Scalable, Room-by-Room Approach

Partnering with leading audio visual product manufacturers our solution combined certified Microsoft Teams Room (MTR) hardware with **Philips, Poly** and **Absen** commercial-grade displays to deliver a consistent experience across all meeting spaces:

- 10 x Small rooms: **Poly X30** with 55" Philips displays
- 4 x Medium rooms: **Poly X52** with 65" Philips displays
- 7 x Large rooms: **Poly X70** with 85" Philips displays
- 2 x Extra large rooms: **Poly X70** paired with 108" All-in-One **Absen** LED displays
- 11 x Recabling & system optimisation of existing rooms

Each room was designed to deliver **high-quality video, clear audio, intuitive control and seamless content sharing**, ensuring users could walk in and start meetings with ease, with minimal setup.

Managing Complexity at Scale

With rooms distributed across **six buildings**, detailed planning and coordination were essential to:

- Align room readiness with device provisioning schedules
- Ensure all MTR devices were correctly configured and tested
- Maintain consistent room standards across the estate
- Minimise disruption to Gatwick customers, staff and daily operations

Despite the logistical and technical complexity, all rooms were successfully delivered, provisioned and integrated into Gatwick Airport's Microsoft 365 environment, creating a **unified collaboration experience** across the estate.

The Results

The upgraded meeting room estate **delivered clear benefits**:

- **Improved collaboration** through reliable, high-quality hybrid meetings.
- **Greater flexibility & reduced travel** through standardised Teams rooms there was improved scheduling efficiency and lower travel costs, supporting Gatwick's sustainability objectives.
- **Lower IT support demand** via consistent room standards and the reduced reliance on ad-hoc solutions.

LMG provides **ongoing** and **support** to maintain performance, **reliability** and **user confidence**.

Why LMG

Since 1986, LMG has built the **secure digital foundations** that **high-performing buildings** rely on.

Our expertise in **ICT cabling, network infrastructure, electronic security, audio visual systems** and **IoT/OT technologies** delivers resilient, high-bandwidth platforms that enable today's connected technologies and data-driven services to perform reliably at scale, while aligning seamlessly with customer IT standards.

From extensive **copper and fibre systems** to **fault-tolerant converged networks** deployed across complex, live environments, we design and deliver infrastructure that **reduces risk, improves reliability** and supports **long-term operational success**, with a strong focus on minimising disruption and supporting ongoing operational needs.

