

# Leavesden Studios - history in the making



**Leavesden Studios has a long and distinguished history. Originally acquired by the Ministry of Defence in 1939 as an aircraft production base, the site was later bought by Rolls Royce who manufactured large aircraft engines there until 1992 when the factory closed.**

Then in 1994, Leavesden began a glamorous new life as a film studio. For the next 16 years, the site played host to many high-profile productions including James Bond: Goldeneye and Stars Wars Episode One: The Phantom Menace. But of course Leavesden will always be remembered as home to the most successful film series of all time, with all eight Harry Potter films being shot at the studio.

Today, the Harry Potter legacy lives on at Leavesden. In 2010, Warner Bros. completed the purchase of the site and is now the only Hollywood studio to own and operate its own production facility in the UK, following a £100 million-plus investment for the re-building and expansion of Warner Bros. Studios Leavesden. Upon completion, it will be one of the largest studio production facilities in Europe.

## Open doors at Warner Bros. Studio Tour London

With large sound stages spread over approximately 250,000 square feet, a 100 acre-plus backlot, workshops, offices and extensive production support facilities, WBSL is able to accommodate the most ambitious of sets.

Within the Leavesden site, Warner Bros. Studio Tour London is a major new attraction that provides an amazing opportunity to explore the magic of the Harry Potter films. For the first time, the doors will be opened for everyone at the studio where it all began. Visitors can go behind-the-scenes on a unique walking tour that showcases a huge array of beautiful sets, costumes and props – as well as revealing some closely guarded secrets, including facts about the special effects and animatronics that made these films so hugely popular all over the world.

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## Making the right connections

With WBSL scheduled to open for business in mid-2012 and the Studio Tour opening in March 2012, pre-bookings were being taken well before completion. G3 was delighted to be engaged to provide telecommunications support for the new facilities. In addition to delivering a sophisticated IP telephony system connecting the entire Leavesden site, G3 designed and deployed a scaleable, integrated voice and data contact centre solution to enable bookings for the Studio Tour to be managed efficiently. The project was successfully completed in the face of very challenging onsite conditions, with heavy construction and regeneration work already well underway.

The project involved installation of Avaya Session Manager and Communication Manager 6 in a high availability configuration to cope with more than 700 onsite telephone extensions. Avaya's next generation contact centre platform - Avaya Aura Contact Centre – was been installed to handle ticket bookings for the tour. This has been multi-media enabled to allow agents to deal with voice, email, and web enquiries in a single queue, with custom SLA's and reporting for each media type. Avaya Work Force Optimisation has also been provided to record agent conversations for compliance and quality control purposes. PSTN connectivity has been delivered through Verizon SIP trunks connecting into a high availability pair of Avaya Session Boarder Controllers, combining cost benefits with higher resilience. In addition, ISDN was provisioned across a number of G450 media gateways to provide backup should the SIP trunks fail.



Warner Bros Studios Leavesden offer state of the art studio facilities.



The Warner Bros Studio Tour gives visitors insight into the making of Harry Potter films.



*"The result is the most state of art network and phone installation of any Warner Bros. site worldwide. This accomplishment is the culmination of several months of hard work and dedication by WB employees and various service providers and construction teams,"* commented a Warner Bros. spokesperson.

With the foundations of a solid working relationship set, once the site regeneration is completed later this year, G3's next project will involve the introduction of the Avaya Flare and Video Conferencing solutions.

## Warner Bros. Studio Tour london



Warner Bros. Studio Tour London is a behind-the-scenes walking tour which immerses visitors into the world of film-making. The tour features authentic sets, costumes and props that showcase the British artistry, technology and talent involved in producing world famous and successful movies. The Studio Tour will initially focus on the Harry Potter film series which has made the Studios its home for over 10 years.

**For more information on Warner Bros. Studios Leavesden and Warner Bros. Studio Tour London, visit [www.wbstudiotour.co.uk](http://www.wbstudiotour.co.uk)**

### SUMMARY OF WORK COMPLETED

- Installation of Avaya Aura Communication Manager 6 with Session Manager and System Manager to support 700+ telephone extensions.
- Installation of Avaya Aura Contact Centre solution featuring integrated voice and data services and Avaya Work Force Optimisation.
- Provision of SIP trunking and ISDN failsafe.
- Deployment of Avaya Session Border Controller for improved security, performance and scalability.

## G3 Comms - *Always in front*

Market-leading enterprises around the world depend on G3's specialist skills and expertise to deliver seamless, end-to-end converged communication solutions that extract maximum value from technology investment. With advanced network engineering capabilities, outstanding technical support and accredited partnerships with the world's most innovative technology vendors and network service providers, clients trust G3's expertise on both sides of the firewall and rely on their ability to plan, implement and maintain the most sophisticated mission-critical technology.

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