

Exponential-e brings a leading commercial law firm stability, speed and security with multi-site Layer 2 VPLS Network implementation

Overview

The customer, one of the leading commercial law firms in the UK, selected Exponential-e to replace its previous Network with a VPLS Network that is faster, more secure, more robust, easier to manage and better supported. In the course of the project, Exponential-e has become a long-term strategic consultant to the customer on Network and other ICT services.

Challenges

- The customer needed to adopt a stable, secure Wide Area Network (WAN) that supported its operations and the needs of its clients
- The customer needed to engage an IT services supplier capable of providing long-term strategic advice and supporting its future growth

Solution

- A nine-site managed VPLS Wide Area Network, with breakout centralised Internet and HA firewall security
- Support Desk on hand 24/7 x 365

Business benefits

- Improved operations, enabling focus shift to customers and core activities (including innovation)
- Establishment of a consultative relationship, enabling future ICT-driven growth





The challenge

Our customer is one of the leading commercial law firms in the UK. As is the case with many – if not most – law firms operating today, our customer’s operations are underpinned by a Wide Area Network (WAN). “A stable, fast and efficient WAN is essential for us,” explains the customer’s IT Director. “Without it, we would be unable to operate our business and support our clients’ needs effectively.”

Before engaging with us, the customer was having to deal with both an unreliable network and unsupportive network provider. Therefore, while searching for a stable network with proactive customer support, the customer was also in the market for a long-term strategic partner to provide advice concerning its wider IT services.

Why us?

Exponential-e had just the combination of technology, experience and expertise that the customer was looking for. As a Network provider, Expo has an exceptional WAN (Layer 2 VPLS-enabled with 100GigE speed), comprehensive security accreditations and an established reputation for customer service excellence; as a strategic partner, Expo offers extensive experience working as a provider of a wide range of managed ICT services (including WAN, Cloud, Voice and Data Centre Services) to customers including numerous top law firms.

Expo was therefore engaged by the customer to deliver it a managed network and – in the long term – to provide strategic guidance on its IT services. Having worked with other Legal organisations, Expo understood that the project would have to be carefully handled in order to ensure all risk to service was mitigated during, and beyond, the transition. The solution was closely managed by a dedicated Account Management team, Project Manager and Service Delivery Engineer; post-implementation, the customer’s end-users would enjoy round the clock-access to first-line support.

The solution

Expo has delivered a nine-site managed VPLS Wide Area Network with centralised Internet breakout and resilient circuits at each site. Fibre-optic bearers at each of the customer's locations ensures its current peak usage and envisaged future bandwidth are comfortably catered for, and upgrade and downgrade paths to enable future changes. Monitoring is provided by an advanced-insight bandwidth management tool, and additional security provided by a pair of HA firewalls located in Expo's datacentre.

“Exponential-e has given us a Network that is stable, scalable and easy to manage, enabling us to focus on our clients and core activities.”

The customer's IT Director

With Expo's Network and support now in place, the customer is already seeing the benefits of having a reliable network and proactive network supplier. There are no longer regular outages; operations are running more smoothly, and any issues are dealt with quickly by our Support Desk, described by the customer's IT Director and IT as “easy to contact, responsive, with the relevant technical knowledge and escalation processes to get any issues we encounter resolved quickly and easily”.

A foundation for future growth and innovation

Released from its prior network issues, the customer is able to devote all its energy to its core activities and clients. Going forward, the speed, efficiency, scalability and visibility provided by the Network will enhance the customer's ability to operate, to compete, and to innovate.

During the course of the project, a close relationship was formed between the customer's IT team and Expo's engineering team, and a key project benefit as far as the customer is concerned is having been given access to Expo's people, who have demonstrated that they can help the customer plan out and execute a robust long-term strategy for its WAN platform while providing technical advice on a range of other projects and services, for example already delivering a VDC environment in which the customer will host its CRM system.

In the words of the customer's IT Director:

“As we grow and diversify over the coming years, I can see Exponential-e supporting us along the way.”



About Exponential-e

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.



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