

## Briggs Equipment's acquisition drives major network upgrade



Briggs Equipment are benefiting from a robust, scalable network.

### At a glance

#### Challenge

- Future-proof combined network
- Dual-carrier resilience
- Secure hosting for high-risk clients
- 6-week deadline
- Spread & fluidity of sites

#### Solution

- Hosted managed core firewall
- VPN (Virtual Private Network)
- Carrier selection tailored to each site
- High-performance fibre lines
- Flexible & complex rollout
- Business Continuity system

#### Benefits

- Scalability
- Reliability and peace of mind
- Ease of adding apps & traffic
- Positive impact on staff integration
- Reliable video conferencing
- Cost savings

### Why they use hSo

Briggs Equipment UK Ltd have been impressed by more than just the reliability of hSo's core MPLS network.

"It's great being able to reach technical specialists 24x7. They know how to adapt our network to any new requirements," says Ross LeCarpentier, Head of IT and Business Projects at Briggs Equipment.

"The hSo project manager, Megan, has been really easy to deal with," Ross adds. "She really grabbed hold of the project. hSo have always come up with the best technical solutions and seen them through efficiently."

Briggs Equipment has welcomed hSo's pragmatism.

"We agreed a leased line to go into our Wrexham office but within about a week of it going live, we had to cancel it. hSo proactively transferred the cost to another line. I can't imagine any other providers doing that."

**"It's about much more than superior network performance. Reliability means peace of mind for us in the IT team and confidence for our management."**

Ross LeCarpentier, Head of IT and Business Projects, Briggs Equipment UK Ltd

## Challenge

Briggs Equipment UK Ltd are a £200m materials handling equipment business with an IT network serving over 1400 staff. They service, lease and sell forklift trucks and parts. Based in Staffordshire, they operate UK-wide.

When they acquired a major UK competitor, Briggs Equipment chose hSo to adapt their network. Previously, hSo had designed and delivered an MPLS solution for them, using two high-bandwidth leased lines and multiple ADSL lines. It connected all UK sites and on-site engineers at major customer sites.

Adding 13 sites was a chance to future-proof the combined network. Key goals were to establish dual-carrier resilience to their Head Office, and secure hosting for high-risk clients.

Ross says: "Despite big obstacles, hSo have always stepped up to the mark to deliver."

The new network had to be active within just 6 weeks (to enable integration of ERP and back office systems within 3 months). To compound issues, the deadline clashed with the dreaded Christmas period network freezes.

It was a mammoth task. hSo needed to integrate the two legacy systems, and arrange site visits throughout the UK. The strategy had to accommodate Briggs Equipment potentially re-configuring or changing new site locations according to commercial viability. hSo needed to help resolve some wayleave issues too.

**"The speed of implementation and its overall effectiveness have helped bring together two distinct workforces."**

## Solution

Initially, a hosted managed core firewall was set up for faster secure connectivity with the acquired company's head office in Maidenhead and with other sites.

hSo devised a practical solution, using a VPN (Virtual Private Network) and existing connectivity.

Next, an EFM copper circuit was installed to boost connectivity. As all the legacy offices were connected to Maidenhead by their previous supplier, this integrated the two companies' networks.

hSo leveraged carrier independence to select appropriate carriers for each remaining site. The rollout plan was designed to handle the fluidity of installation dates, merging of IT systems, and wide geographical area.

hSo installed fibre-optic leased lines to all sites, where viable. Although doubling the business size resulted in a surge in data traffic, the increased bandwidth and improved network infrastructure coped comfortably without compromising performance.

Briggs Equipment still use hSo to improve their network, e.g. adding a highly secure portal, linked to hSo's robust MPLS platform, for a strategically important client.

## Benefits

"It's about much more than superior network performance," explains Stuart Pittwood, Infrastructure Manager at Briggs Equipment. "Reliability means peace of mind for us in the IT team and confidence for our management. We can run a new application or more traffic over the network without worrying if it will cope. No dreaded reports to the board about performance issues! We focus on solutions instead."

Stuart appreciates the scalability: "We can keep growing our network with ease. We're considering other telephony solutions."

Enhanced connectivity has two notable benefits. Firstly, reliable video conferencing, freeing Briggs Equipment from expensive nationwide travel for meetings. Removing ISDN lines has reduced call costs too. Secondly, a warm standby Business Continuity system using the new 100Mbit/s line into their Maidenhead office.

Finally, there's overall cost. By consolidating with hSo as their single network solutions provider, Briggs Equipment made at least 30% savings.

## About hSo

hSo is a carrier-independent network service provider. Our managed services span inter-site and Internet connectivity, telephony and data centre solutions, including cloud and virtualisation. To find out more, visit [www.hso.co.uk](http://www.hso.co.uk) or call us on **020 7847 4510**

**hSo** 50 Leman Street, London E1 8HQ  
**020 7847 4510** [www.hso.co.uk](http://www.hso.co.uk) [twitter.com/hSo](https://twitter.com/hSo)

