



## hSo helps Brompton Asset Management hit the ground running

BROMPTON ASSET MANAGEMENT

**Industry**  
Financial Services

**Website**  
<https://www.bromptonam.com/>

### The Challenge

- Tight timescales
- Rapid growth. The solution had to be scalable
- Connectivity was business critical, so the service had to be resilient
- 24x7 support was required

### The Solution

- New phone numbers
- Managed Mitel phone system with call-recording
- Resilient Internet access
- SIP Trunking with automatic failover

### Why hSo?

- Rapid service provisioning
- Several Brompton staff had experienced hSo's services before, as they had worked for another hSo customer previously
- hSo was able to combine circuits from multiple carriers to achieve resilience
- Solution was cost-effective

### The Benefits

- The new business was able to begin trading immediately
- The service scaled well as the number of users doubled and usage quadrupled



*We want Brompton to be an asset manager. We don't want it to be an IT company. It was part of our business's design that we choose partners that would provide us with a good level of cover but also a cost-effective solution.*



**Stephen Philpot**, Head of IT at Brompton Asset Management

### The Customer

Brompton Asset Management LLP is an investment management firm that manages funds on behalf of private clients and investment funds. It was founded in 2009 by John Duffield and several of his colleagues from New Star Asset Management, following the sale of New Star to Henderson Global Investors.

### The Challenge

Brompton's senior management team were keen for the new business to begin trading as soon as possible. They wanted Brompton to be fully operational, running on its own IT/Telecommunications infrastructure within two weeks of the launch.

Any solution would have to be scalable, in order to support the expected growth of the business. For example, as Brompton recruited new staff, the telephone system would need to serve an increasing number of users and Brompton's Internet connection would have to carry increasing amounts of data.

Like most financial organisations, Brompton demanded a high level of resilience from its communications infrastructure, as Brompton's Head of IT Stephen Philpot explained: "All of our communication with our clients and business partners would be through this infrastructure, so it was absolutely critical that our solution work at all times."

"To achieve this, our design removed as many single points of failure as possible. We wanted to find a supplier that could deliver dual connections into our building, with circuits from two separate carriers. These connections were combined in a semi-live/live configuration to maximise uptime while keeping the configuration simple and cost-effective."

Being in the finance industry, Brompton needed a telephone system that would meet existing regulatory requirements and which could be updated to meet any future requirements. In addition to call recording, the solution had to provide all the functions expected from a modern telephone system including voice mail, switchboard and conference calling.

The solution would require 24x7 support & monitoring. "We're an organisation that works extended hours, so 9 to 5 support is not appropriate for our needs," commented Stephen Philpot.



## The Solution

- **100 New Phone Numbers** – These were live within a day and were temporarily redirected to the phone of the Senior Partner's PA. This enabled the firm to begin trading immediately - before its new phone system had even been installed.
- **Mitel Phone System** – A feature-rich enterprise-class Mitel 3300 PBX, plus office phones. Key features include call-recording and conference-calling capabilities.
- **Resilient Internet Access** – hSo connected Brompton to hSo's resilient fibre network, so Brompton staff could send & receive emails, and fund managers could access market data.
- **Additional Network Resilience** – hSo installed an additional circuit to Brompton's office, this time using a different circuit supplier. This connected Brompton's office to hSo's core network at an additional location.
- **SIP Trunks** – Brompton's phone calls travel over its network connection, eliminating the need for ISDN circuits, cutting call charges and boosting scalability. Brompton was able to use its new phone system immediately, without having to wait weeks for traditional ISDN circuits to be installed.
- **Subsequent Upgrades** – Brompton's staff doubled and its network usage quadrupled. hSo increased the speed of Brompton's primary connection ten-fold, provided additional phones and increased the call-recording capacity to meet Brompton's growing requirements.

“

*We had very, very tight deadlines, which hSo hit at every point.*

”

**Stephen Philpot**

## Why hSo?

Brompton needed a supplier that could deliver services rapidly. “We had very, very tight deadlines, which hSo hit at every point,” explained Stephen Philpot, Brompton's Head of IT.

Stephen had worked with hSo before, in his previous role at another hSo customer, New Star Asset Management: “It was a good relationship... a strong relationship. On the back of that we decided to give hSo the opportunity to assist us in the foundation of Brompton's infrastructure.”

hSo was able to combine circuits from different providers to create a service that delivered the high levels of network resilience Brompton's business required.

hSo implemented a converged solution that eliminated the need for Brompton to rent ISDN circuits, and cut the investment firm's call charges.

## The Benefits

Brompton was able to begin trading immediately, taking calls within a day. hSo quickly installed a resilient Internet connection that allowed Brompton staff to access their email, market data and other critical resources.

“The solution has scaled extremely well.” says Stephen Philpot, Brompton's Head of IT. “The usage of the product has probably quadrupled since the early days.”

“I'm confident that hSo can continue to provide us with the level of support and product that we would require for the foreseeable future.”

## About hSo

hSo is a UK managed network service provider with carrier independent inter-site and Internet connectivity, telephony and data centre services, including server virtualisation. hSo specialises in bespoke cloud delivery solutions for voice, data and security services. For further information visit [www.hso.co.uk](http://www.hso.co.uk) or follow updates on Twitter at @hSo.