



WilkinsonEyre.Architects

Industry
Architecture

Website
www.wilkinsoneyre.com

The Challenge

- Relocate due to staff growth
- Make overdue changes
- Improve Internet connectivity
- Replace outdated phone system
- Enhance resilience of platform

Why hSo?

- Flexible & future-proofed platform
- Responsive customer service
- 24/7 support
- Managed services that free up in-house resource
- Value for money

The Solution

- Co-location: secure rack space in world-class data centre
- Managed firewalls with a VPN
- Dedicated Internet access
- End-to-end resilient telephony solution featuring SIP trunking

The Benefits

- Agile multi-service platform supports current & future needs
- Extra capacity obtainable via scalable bandwidth
- Features & functions of an IP PBX
- Exceptional 24/7 customer service
- Resilient & cost-effective voice
- Eased burden on internal IT team

hSo and Wilkinson Eyre – designing the perfect solution



A flexible and scalable network is key. hSo's cost effective managed services have given us the competitive advantage that a business like ours needs.



Chris Poulton, Associate at Wilkinson Eyre

The Customer

As one of the UK's leading architectural practices, Wilkinson Eyre have twice won the UK's most prestigious design award, the Royal Institute of British Architects' Stirling prize. Their work includes globally renowned projects such as Gardens by the Bay in Singapore, and closer to home, the Gateshead Millennium Bridge.

Wilkinson Eyre work from their office in central London on schemes worldwide, with current projects throughout Europe, the Middle East and the Far East.

The Challenge

A series of large project wins led to a growth in staff numbers in London, forcing Wilkinson Eyre to relocate to more spacious offices. The move presented the perfect opportunity for the firm to make a number of long-desired changes. These included increasing their Internet connectivity, replacing their outdated phone system, and improving the resilience of their platform.

As a successful international professional services firm operating using a small internal IT department, a major concern was catering to business demands without over-stretching internal resource. Furthermore, a scalable network was crucial.

Chris Poulton, Associate at Wilkinson Eyre, comments: "Working in a project-based environment such as ours, it's as important to have the flexibility to downsize at a moment's notice, as it is to upgrade."

Five key points were set out in the initial brief:

- A working partnership with a supplier they could trust
- A flexible network that could grow or contract with their business
- Scalable bandwidth that could support a VoIP solution
- A feature-rich IP PBX needing minimal maintenance by their own staff
- High server availability, backed by 24/7 support, so staff in different time zones could access their files at any time (day or night)
- A high quality solution that worked within their budget

Why hSo?

Wilkinson Eyre asked a number of providers to tender bids for their communications upgrade project. Already impressed by hSo's high levels of customer service, they invited hSo to submit a proposal too.



The architects made the decision to work with hSo for a number of reasons:

- Flexible service platform – the proposed solution allowed for quick upgrades and downsizing on tap
- Customer service – hSo were already providing a responsive and personal service
- 24/7 support – a necessity for Wilkinson Eyre, operating offices in multiple time zones
- Managed services – thereby reducing the load on in-house resource
- Value for money – hSo's solution was competitively priced

Wilkinson Eyre's key requirement was a high level of Customer service. They had been let down by their previous ISP, whose "horrendous service" and lack of responsiveness had caused problems in the past.

Chris Poulton goes on to say: "Although hSo came in with an attractive price, cost was by no means the deciding factor... we'd had our fingers burned before and this time we wanted a more personal service."

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hSo's support allows us to focus on our own internal requirements with complete peace of mind.

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Chris Poulton

The Solution

hSo used a number of services to create a bespoke solution that would meet Wilkinson Eyre's needs:

- hSo:CO-LOCATION: secure rack space in a world class data centre
- hSo:SECURE+: managed HA firewalls with 100Mb resilient connection from their offices to a secure data centre
- hSo:ACCESS: 50Mbit/s dedicated to Internet Access with the remaining 50Mbit/s for additional services
- hSo:MANAGED VOICE+: a fully managed end-to-end telephony solution with a feature-rich IP PBX; ISDNs for added resilience; SIP Trunks to carry their telephone calls; and competitive call rates.

The Benefits

hSo's solution has offered Wilkinson Eyre a multitude of benefits:

- A flexible multi-service platform that allows new technologies to be added when needed
- Scalable bandwidth providing additional capacity when needed
- The features and functionality of an IP PBX
- Exceptionally high levels of customer service – available 24/7
- A resilient voice service with significant call savings

When asked for any conclusions, Chris Poulton stated:

"At Wilkinson Eyre we've a small IT team. Our partnership with hSo allows us to focus on our own internal needs with complete peace of mind. As we grow and new technology comes online, we use hSo's expertise and advice.

"With work of this nature (projects regularly stopping and starting) a flexible and scalable network is key. hSo's cost effective managed services have given us the competitive advantage that a business like ours needs."

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 more info about our services, visit www.hso.co.uk or call us on **020 7847 4510**

hSo | 50 Leman Street | London | E1 8HQ
+44 (0) 20 7847 4510

www.hso.co.uk
twitter.com/hSo

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