

MPLS network helps ADP scale up to new heights



ADP's resilient network is helping them create innovative projects like their award-winning community space The Forum in Southend-on-Sea.

At a glance

Challenge

- Efficient implementation
- Fast network for large files
- High-capacity data storage
- Prioritised voice & video
- Reliable remote access
- Scalability

Solution

- Managed end-to-end MPLS
- Multi-carrier lines
- QoS + resilient infrastructure
- Fully managed firewalls
- Hosted SAN storage
- SSL VPN

Benefits

- Timely delivery
- Cost savings
- 24x7 UK-based support
- Lower latency and better transfer
- Easily upgradable system
- Reassuring Business Continuity

Why they use hSo

Carrier independence

hSo's impartial relationship with all major carriers helped them avoid excess construction costs and delays for ADP.

Flexibility and customer focus

"hSo understood our frustrations with the project when they took over, assigning staff who gave us the confidence they'd manage the implementation with dedication and care," says Phil Sawyer, ADP's IT Director. "They even incorporated ECC costs into the length of the contract, improving our cash flow."

Thorough project management

hSo arranged weekly review meetings, ensuring potential issues were addressed before they could become threats. The first lines were installed within 4 months and the whole system migrated shortly after that.

"The customer support team is one of the best we've dealt with. They're highly skilled and very polite, resolving our queries professionally and efficiently."

Phil Sawyer, IT Director, ADP

Challenge

ADP is an AJ100 top 20 architecture practice. They deliver diverse integrated design solutions for spaces inside and out. In addition to ADP's 6 UK studios, there's a Delhi NCR site for international perspective.

ADP's network could no longer handle communications between their 7 studios and clients. An improved network needed to be future-proofed while reducing costs. Quotes from an existing supplier had been too high, so they hired a major carrier directly but were soon facing severe delays with mounting complications and costs. Eventually, ADP sought a new partner, turning to hSo.

Enhancing network speed and reliability was essential. The nature of their work results in large files (e.g. 100MB), which need to be shared efficiently and securely across the business and with clients worldwide. Without enough bandwidth, they'd clog up the network. Sometimes voice and video calls are as critical or more so. The new network needed to deliver them smoothly without compromising critical data flow.

An affordable and reliable method of connecting to ADP's Delhi studio was needed. Meanwhile, they required secure remote support for service partners. Other requirements included high-capacity data storage and backup, and firewalls that would maintain some control for ADP while increasing security.

“hSo's delivery of our MPLS network was impressive. Their carrier neutrality and efficient, on-budget delivery were key reasons we chose them.”

Solution

Central to the solution was linking hSo's resilient MPLS platform to ADP's 6 UK sites and a data centre. hSo used multiple carriers to increase resilience. For scalability, any

of the fibre lines installed could be increased in capacity by hSo with no disruption to ADP's studios. Storage capacities could also be scaled to match the dataset, avoiding money being wasted on unused space.

End-to-end QoS (Quality of Service) was integrated to enable prioritisation of VoIP and video-conferencing traffic over data transfer when necessary. VPN (Virtual Private Network) links were used to connect their Indian office and for remote service support.

Meanwhile, fully managed high-availability firewalls would not only provide security but also ease the burden on ADP's internal IT team (e.g. removing the need to monitor or patch themselves).

Later, more services were added: core site backup and virtual SAN storage hosted in one of hSo's secure data centres.

Benefits

Phil Sawyer sums up the top line benefits:

“After the implementation of hSo's MPLS network solution, we've had tangible improvements to our customer relations and communications. This has been coupled with increased value for investment across services.”

hSo delivered the project on time and under budget.

ADP put the scalability of the solution to the test shortly after, when they asked hSo to add SSL to their VPN links. Now ADP's service partners would have more secure, authenticated remote log-ins, from which they could obtain faster responses to their queries.

Peace of mind was assured through two major factors: access to hSo's 24x7 UK-based support team, along with the creation of robust Business Continuity and Disaster Recovery systems. Other key improvements include:

- a 20% reduction in ADP's backup window
- active directory changes published within 5 minutes
- latency figures are noticeably better
- much faster file transfer times – easy sending of previously inconceivable file sizes.

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 or call us on **020 7847 4510**

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