

## CIPD future-proofs its multi-site WAN



CIPD's corporate IT network has adapted to the growing demand for HR advice & resources.

### At a glance

#### Challenge

- Improve inter-site connectivity
- Improve connectivity to co-located servers
- Add resilience
- Add new offices
- Connect new data centre

#### Solution

- Managed solution
- VoIP prioritisation
- 24/7 support
- Dual-carrier resilience
- Bandwidth upgrades
- Use of an hSo data centre

#### Benefits

- Flexibility
- Scalability
- Value for money
- Failover reassurance
- Faster data backup
- Responsive account manager

### Why they chose hSo

CIPD was initially attracted by hSo's competitive pricing. The other main factors which persuaded CIPD to choose hSo were:

- hSo's carrier independence, ie access to all major UK network operators
- Flexibility, scalability and reliability of hSo using its own MPLS core
- hSo's 24/7 UK-based helpdesk staffed by engineers
- Dedicated support from an hSo account manager.

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Mark Boardman, Infrastructure Manager, CIPD

## Challenge

CIPD is the professional body for HR and people development, serving over 130,000 members globally.

CIPD wanted to improve connectivity both between offices and to hosted IT resources. Growing demand for its advice & resources was fuelling a need for much more bandwidth. New sites would need to be connected to existing IT infrastructure. CIPD was keen to boost resilience too by adding a third data centre to its hosting infrastructure.

**“We’re relishing the freedom of not having to manage the solution ourselves. hSo has been managing the whole process, including the routing and configuration.”**

Mark Boardman, Infrastructure Manager, CIPD

## Solution

Making the most of access to all main UK network operators, hSo picked & combined the best connections available at each site. This supplied true dual-carrier resilience to key office sites and data centres.

“Now we have the best value primary ‘big pipe’ as well as the confidence of a smaller backup line always being available,” says Mark Boardman, Infrastructure Manager at CIPD.

For CIPD’s HQ, hSo replaced the existing 100Mb connection with a 300Mb leased line, tripling the bandwidth. The new connection uses a 1Gb fibre circuit, so CIPD can increase its bandwidth further, whenever necessary – without needing to wait months for a new circuit to be installed.

CIPD already had two data centres and needed a third, to add resilience. It chose one of hSo’s 20+ data centres.

“We use the hSo co-lo space as the core of the solution,” says Mark. “It’s effectively a resilient central monitoring system which sees all other sites, ensuring we’re not dependent on any one particular office.”

Internet connectivity is provided centrally, and shared between sites over the WAN, giving CIPD better value for money than buying it at each site separately.

## Benefits

“We’re enjoying much more Internet bandwidth at a significantly lower cost per Mb,” says CIPD’s Mark Boardman, “And our backup replication window has shrunk noticeably thanks to dedicated bandwidth between primary and DR data centres.”

CIPD also enjoys savings from having a single connection sharing Internet and inter-site traffic. The organisation no longer pays for two separate services.

The MPLS WAN allows CIPD to easily add additional sites without requiring any reconfiguration. CIPD’s connections prioritise phone calls over backup replication, thanks to hSo’s MPLS core network, which applies consistent QoS settings across the WAN, while integrating circuits from a variety of UK network operators.

“We’re relishing the freedom of not having to manage the solution ourselves,” says Mark. “hSo has been managing the whole process, including the routing and configuration.”

hSo’s carrier independence came into its own when an unexpected setback threatened to delay installation of one of the connections. Far into the delivery – with other connections already live – the local authority prevented a busy road being dug up. hSo’s quick solution was to switch to a supplier that could use an alternative route within the deadline.

The momentum produced from CIPD’s strong relationship with a dedicated hSo account manager has been instrumental to the successful evolution of CIPD’s corporate network.

## 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**

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