

Robust network enables reliable video services

ELECTROSONIC



Electrosonic's enhanced network infrastructure has enabled them to deploy new video services for clients.

At a glance

Challenge

- Save money and recoup termination costs
- Move servers into a data centre
- Accommodate new video services and offices
- Go live quickly and smoothly

Solution

- Multi-carrier leased lines
- hSo MPLS core platform
- Multi-site connectivity
- Co-location
- IP & ISDN voice capability
- Remote VPN access

Benefits

- 17% cost saving
- Service management unburdens IT team
- Dependable support
- Reliable video services
- Cloud-based services rolled out
- Faster file access

Why they chose hSo

Competitive pricing

"It made sense to switch to hSo because their superior MPLS solution was cheaper than the individual leased lines we'd been using", says Daniel Wilkins, Electrosonic's Manager of Worldwide IT Systems.

Within a year, Electrosonic were able to recoup all penalty charges for leaving their incumbent network provider.

Technical and structural adaptability

hSo's MPLS core platform, carrier diversity and co-location services could let Electrosonic successfully deploy new client services, including the hosting of call bridging.

Expertise

When hSo's account manager offered to explain the proposal, Electrosonic's finance director asked him to

avoid 'sales speak'. The account manager impressed Electrosonic with his ability to immediately sketch a clear illustration and talk it through in a digestible way.

"The MPLS has definitely improved our user experience for video calls/conferencing."

Daniel Wilkins, Manager of Worldwide IT Systems at Electrosonic

The challenge

Electrosonic are an audio-visual (AV) solutions provider. Working with the Corporate, Control Room and Entertainment industries, they provide AV for meeting rooms, video conferencing services, remote monitoring, interactive exhibits and video wall solutions.

Electrosonic have about 500 staff and offices worldwide. Based in Dartford, they have three other UK offices.

Five of the AV firm's key objectives were:

1. Save money on circuits and recoup the penalty for leaving their existing supplier
2. Move core infrastructure into a resilient environment central to the whole network: an hSo data centre
3. Deliver conference bridge services and video conferencing monitoring services for clients
4. Obtain a flexible platform to accommodate new services and office openings
5. Go live quickly and smoothly so that existing contracts could be cancelled and costs minimised.

“There’s noticeably faster file access and it’s easier to share data with our US staff too.”

Daniel Wilkins, Manager of Worldwide IT Systems at Electrosonic

The solution

hSo connected all four sites with fibre leased lines, using carrier diversity to pick the most suitable for each site.

hSo's MPLS platform enabled multi-site connectivity between each office and an hSo data centre – direct from the hSo core. Electrosonic moved all their servers and conference bridging equipment into the data centre.

Electrosonic have been using the MPLS to roll out Cloud-based managed services such as hosting call bridging and remote AV equipment monitoring, as well as running internal video conferences.

Every office can ‘see’ each other, so staff aren't reliant on connecting to the Dartford head office anymore (where there had been power issues).

Remote workers can VPN in from international offices via the data centre now. The MPLS also allows IP Voice, which the AV firm are considering implementing.

The benefits

The MPLS connections are enhancing Electrosonic's remote managed AV services and their global reach, reliability, resilience and security.

Electrosonic made a 17% cost saving over three years by switching to hSo. The provision & management of the MPLS, along with routers, frees up time for Daniel Wilkins' team. Having less equipment to manage & monitor – e.g. just one firewall (in the data centre) – reduces costs.

Electrosonic have saved time & money on meetings too, since video has cut travel between offices. Daniel says: “The MPLS has definitely improved user experience for video calls/conferencing. There isn't the signal degradation or jitter we used to have over VPNs. It's more reliable.

“The co-lo makes it easier for remote staff to connect to our servers”, adds Daniel. “There's noticeably faster file access and it's easier to share data with our US staff too.

“It's resilient and there's much better uptime. We can run client applications like Microsoft Dynamics NAV directly over the MPLS without having to use remote desktop, saving on terminal service licence costs and admin.”

Recently, Electrosonic upgraded their bandwidth, and the 100Mbit/s capacity on all the leased lines provides considerable future scalability.

Globally, Electrosonic have undergone significant change in recent years and the solution's scalability has aided their expansion.

“I like to send in requests and they get done”, says Daniel. “With hSo's support team, I always reach a technically capable engineer who can make quick changes remotely.”

Electrosonic's own IT support benefits too. “Jumping on someone's desktop remotely to fix issues is much faster. There's no lag like before.”

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**

hSo 50 Leman Street, London E1 8HQ
020 7847 4510 www.hso.co.uk twitter.com/hSo

