



Case Study



“We were very impressed with the flexibility and dedication of the 8el engineers who often worked weekends and evenings to meet the tight deadlines demanded by our office move. Once installed, the services have been operating flawlessly.”

Neil Coupland

Facilities Manager, Boyes Turner

Business Need

Implementation of a new communications platform in time for an office move

Solution

Provision of a complete network infrastructure, installed and working prior to their deadline

Situations and Challenges

Boyes Turner is a firm of specialist business lawyers based in the Thames Valley. The company includes over 50 fee earners and support staff, with an impressive portfolio of local, national and international clients.

Steady growth meant an expanding workforce of over 200 employees and the need for larger premises. By January 2001, Boyes Turner had selected new premises in Reading and began preparations for their relocation.

Moving sites provided Boyes Turner with the perfect opportunity to review their communications strategy and build a new network that would keep costs to a minimum without compromising on quality.

The nature of Boyes Turner’s business dictated that efficient access to both telephone and bandwidth would ideally be increased in line with the expected rise in workload.

A high quality voice service was also required, providing competitive rates with the emphasis on lower national call rates.

In addition to call savings, the company wanted to increase resilience on both voice and data. This requirement became apparent when communication downtime was identified as an unacceptable hindrance to business development and reputation.

For the same reason, access to rapid and efficient technical support was also considered essential when choosing a supplier.

About Boyes Turner

Boyes Turner is one of the UK's leading full service regional law firms. Based in Reading in the heart of the Thames Valley, regularly working with many of the world's largest multi-nationals as well as successful UK and European businesses.

Boyes Turner also have specialist teams of lawyers, regularly ranked as amongst the best in the UK that provide services for individuals.

About 8el

Since 1999, 8el has been a communications provider specialising in bespoke solutions for businesses, including IP telephony, Wide Area Network and ISP services. To date, the company supports more than 120 companies with its comprehensive portfolio of voice and data communications services.

The 8el solution

8el delivered a solution to meet Boyes Turner's specific requirement. Key elements of which included:

- Installed a freeport exchange on the Boyes Turner premises. This enables the convergence of voice and data traffic over 8el's private national network.
- A private, secure 512kbps leased line connection to their Internet Service Provider; the connection cost being significantly subsidised by voice spends.
- 18 digital voice lines provided by 8el for outbound voice traffic and 12 ISDN30 lines provided by BT for inbound direct desk dialling. This provides increased resilience by delivering a back-up service for calls should there be a network failure.
- On-line billing facilities that provide real-time, detailed call logging and reporting on a 24/7 basis.

Results

By using 8el's converged voice and data solution, Boyes Turner has reduced the total cost of ownership for its communications network.

8el has converged Boyes Turner's voice and data through a single dedicated connection, reducing administration and giving them one accessible point of contact.

8el's solution has increased the resilience of Boyes Turner's voice and data infrastructure, guaranteeing business continuity and protecting against third party issues.

Using 8el, Boyes Turner has a much greater understanding and control of their call distribution, with free on-line web analysis providing information in real-time.

