



## Case Study

### GeraldEve

*“We were extremely impressed with the implementation speed of this project, especially as the timescales were achieved with minimal disruption whilst improving the technology, business continuity, and the service provided to every end user across our organisation.”*

**Warren Stephen**

Head of ICT, Gerald Eve

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#### Business Need

To deliver cost efficiency to the business, protect current revenues and implement business continuity plans to safeguard against potential disasters

#### Solution

Provision of a QoS enabled award winning WAN and centralised Internet access

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#### Situations and Challenges

Gerald Eve is a national firm of chartered surveyors and property consultants with a network of 11 offices and more than 300 employees.

Gerald Eve was looking to upgrade their existing communications infrastructure, in particular their voice services and Wide Area Network (WAN).

Warren Stephen, Head of ICT at Gerald Eve commented: “We required a supplier that could deliver cost efficiency to the business, protect current revenues and implement business continuity plans to protect against potential disasters.”

Another key driver was the existing network’s insufficient capacity to support business critical applications. In particular, Voice over IP (VoIP) and the introduction of a new firm-wide centralised application database.

After initially discussing a potential new voice solution with 8el, Gerald Eve invited 8el to put forward a proposal for a complete communications solution.

They favoured 8el for its reputation in providing ‘Quality of Service’ across the network and a comprehensive service level agreement.

#### Award winning WAN’s

Next Generation Network operator 8el supplied Gerald Eve with the award winning converged network delivering significant cost savings, increased capacity and, crucially, a higher quality solution.

Gerald Eve’s information and communications technology team was named winner of the best private sector Wide Area Network (WAN) project at the prestigious Communications in Business awards ceremony.

### **About Gerald Eve**

*Gerald Eve provides corporate asset management, consultancy and transactions services to one third of FTSE 100 companies. Their aim is to save or make as much money as possible from property on the clients behalf.*

*Gerald Eve maintains 48 associates and 85 partners: one of the highest client-partner ratios for the sector. This hands-on style produces exceptional results and offers a unique relationship that sets them apart from their competitors.*

*Gerald Eve's range of services includes occupational and investment agency, planning and development, building surveying, rent review and lease renewal instructions, compulsory purchase and compensation, valuation and rating.*

*Gerald Eve prides themselves on their commitment to staff, local communities and other stakeholders.*

### **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.*

### **Award winning WAN**

The 8el network now delivers a 100Mbps (LES100) circuit to Gerald Eve's head office and 2Mbps circuits to all remote sites. QoS is inherent in the new network enabling the prioritisation of VoIP and business critical traffic.

Internet traffic is still routed through the head office, however an additional secondary circuit is no longer required as the LES100 circuit carries Internet traffic over a separate VLAN into the core network, where it breaks out to the Internet via a Tier 1 ISP.

The 8el solution consists of:

- Quality of Service enabled data network for data traffic across 10 UK sites
- A high performance, WAN solution with centralised Internet access to their chosen ISP
- Fully managed by 8el, the network will supply Gerald Eve's 300 UK employees with uncontended Internet access and a solid platform to roll out centralised applications
- Gerald Eve will also benefit from 8el's range of value added services including remote access to corporate systems and advanced data monitoring tools available 24/7 from [www.my8el.com](http://www.my8el.com).

### **Results**

Warren said, "To my mind, the speed of implementation of this project made it worthy of an award on its own. 8el's strategic approach resulted in increased productivity and immediate financial gain."

"This project was completed with minimal disruption, whilst improving technology, business continuity, value, speed and the service provided to end users across our firm. The implementation was seamless, the team were proficient, effective and professional in their approach."

Gerald Eve's return on investment (ROI) calculations show a saving of circa 30% on their previous WAN annual revenue expenditure. The calculation also includes a 12% direct revenue expenditure saving.

Gerald Eve received improved end user productivity of 18% based on improved application response times and a reduction in the amount of time taken to complete processes.

8el's proactive customer service engineers provide 24/7 support and offer a single point of contact for all voice and data related issues. The solution is also backed by a guaranteed event specific Service Level Agreement.

