



## Case Study



### Business Need

A cost effective, resilient voice and data solution from a single supplier

### Solution

Fully managed, future proof communication solution with built in scalability and reduced costs

*“8el seemed the logical choice based on their track record and good reputation for converged, resilient and well supported networks. They were able to meet our preference for a single supplier; providing voice, data and ISP needs under one roof, and looking further ahead their strategy to deliver NGN gave additional longevity.”*

#### Ray Fletcher

Senior IT Consultant, New Dimensions Group

### Situations and Challenges

The charity, New Dimensions Group, decided to review their communications due to the rising level of resources needed and increased complexity involved in managing their network. They were looking for a one-stop-shop supplier for all their voice, Wide Area Network (WAN) and Internet connectivity. With potentially high dependence on this single supplier, New Dimensions needed to make sure it found the right partner.

Another major driver for purchasing a new communications solution was to attempt to reduce costs whilst increasing network capacity and enhancing the internal “end user” experience.

Flexibility of the solution was a key buying criteria if New Dimensions was to be able to execute quick and easy bandwidth upgrades when needed. Resilience was also on the company’s shopping list, not least in terms of increased Internet resilience to counter potential disasters.

### The 8el Solution

8el delivered an upgraded capacity WAN across their 10 UK sites including; Intelligent CPE branded freeport, installed on each site.

A centralised Internet gateway using the ISP CoreConnect service, delivers direct Internet connectivity from the 8el core. Indirect voice services supporting outbound call traffic were also deployed.

For increased resilience and security, New Dimensions co-located their applications and web servers, storage devices and firewalls within one of 8el’s purpose built co-location environments.

To support remote employees working in care homes across the country, 8el delivered remote connectivity through existing ADSL connections. This enables the end users quick, secure access to centralised applications from remote offices and care worker locations.

### **About New Dimensions Group**

*New Dimensions Group Ltd (New Dimensions) is the parent company of New Era and New Support Options and was formed on April 2nd 2001. The two companies had been working together since 1999 and by forming the group were able to pool resources and expertise to become the second largest provider of support services for people with learning difficulties in England.*

*New Dimensions provide services including personnel, finance, IT, health & safety and staff training to New Era and New Support Options, allowing them to focus upon providing support for people with learning difficulties.*

### **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.*

### **Results**

Since being installed 8el has successfully reduced New Dimensions' total cost of ownership for their voice and data network. The objectives originally set have been met including a number of additional benefits.

A dedicated project management team oversaw the project throughout the implementation stage, ensuring seamless migration to the new 8el solution.

By integrating voice and data services through a single and resilient 8el network infrastructure; New Dimensions Group have enabled substantial leased line cost savings.

The 8el network offers increased flexibility including the ability to quickly and efficiently add increased capacity connections or add new functionality to New Dimensions' network as required.

8el put customer service at the heart of their solutions. New Dimensions have access to 8el's proactive customer service engineers, who provide 24/7 support and offer a single point of contact for all voice and data related issues.

The network is backed by a guaranteed event specific Service Level Agreement (SLA) to ensure added peace of mind.

The customer also receives access to 8el's web based monitoring tools as standard. 8el/Watch and CallWatch Interactive provide valuable visibility of voice (CallWatch) and data (8el/Watch) network activity. By using these tools, the company's IT team can download standard or tailored reports to enable better visibility of their network and help better predict business requirements.

### **The future**

The 8el solution delivers a future proof platform with a clear migration path towards New Dimensions' desire to implement Voice over IP (VoIP) across their network.

Adopting VoIP enables call costs between sites to be eliminated and the IP environment enables efficient centralised operator working, with an enhanced level of call control to support New Dimensions' multiple UK sites.

