



Case Study



“Selective adoption of converged communications (using 8el) has enabled RJW to deliver far greater functionality at considerably reduced costs, with a return on investment delivered in nine months from project initiation.”

Adam Tulk

IT Director, Russell Jones & Walker

Business Need

To increase the functionality and capacity of their voice and data network without increasing spend

Solution

A cost effective, award winning network with valuable new functionality, improved performance and increased resilience

Situations and Challenges

Following a major strategic review, solicitors firm Russell Jones & Walker (RJW) went through a period of significant business restructuring. This included the implementation of several new applications as well as a need to accommodate the company's increased use of web and email traffic. It became clear that their current Wide Area Network (WAN) was proving insufficient to meet their needs.

RJW's primary driver was to increase the capacity and quality of their network. The desired solution also had to be cost effective, as part of an overall drive to reduce network rentals and communications expenditure.

In addition, RJW's incumbent solution was provided by several different suppliers, making it more difficult to manage day to day and adding to administration costs. RJW required a future proof solution that was scalable and able to respond to business changes as required.

The 8el Solution

The 8el solution for RJW comprised of a converged voice and data 'Quality of Service' enabled network. Overall it provided improved efficiency and resilience along with increased capacity. Specifically, the 8el solution provided:

- An increased capacity WAN to accommodate RJW's growing needs.
- Gateways to link RJW's existing DPNSS (Digital Private Network Signalling System) PBXs on all sites to the new IP network.
- Intelligent CPE, installed on each UK site making them nodes on the 8el network.
- Direct Internet access from each site via the 8el core.
- Configuration of direct 8el voice channels providing both inbound and outbound resilience.

About RJW

Russell Jones & Walker (RJW), is a large national law firm with 10 offices across England and Wales and one other associated office in Scotland. The firm has an impressive reputation for vigorously and successfully protecting clients' interests.

Russell Jones & Walker work with clients as a team, treating them with respect and trust. All their knowledge and expertise of different specialisms and different locations can be brought to bear in order to meet client needs.

RJW have a wide range of practice areas and specialities particularly accidents and injuries, employment law issues, criminal and disciplinary proceedings, and libel cases.

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 network

Russell Jones and Walker were awarded the Legal IT Forum's 'Communications Award' in 2005 for the innovative network supplied by 8el.

8el provided RJW with a fully resilient voice and data network with diverse routing capabilities to ensure continuity of service at all times. For example, in the event of any third party issues, voice or data traffic will be instantly re-routed over an alternative path. Information is therefore delivered instantly and seamlessly to its destination.

8el has delivered stability and improved 'Quality of Service' across the network through the deployment of ATM infrastructure. The firm was able to build on its existing infrastructure yet obtain a guaranteed 'Quality of Service' commitment for prioritising voice traffic over the WAN.

Through 8el's converged solution, RJW has deployed new video conferencing technology over the network, enabling them to increase chargeable hours for their employees by reducing travelling time between offices.

Results

8el's fully managed solution is backed by an industry leading Service Level Agreement (SLA) guaranteeing service availability, along with a single, accessible point of contact for customer support.

In order to be able to satisfy RJW's future requirements; (including possible expansion plans for international data links) the 8el solution has been designed to be fully scalable and future proof.

8el's unique solution for Russell Jones & Walker integrates voice and data services through a single yet resilient network infrastructure; reducing the total cost of ownership and enabling substantial leased line cost savings.

8el's CallWatch service, an on-line telephone billing portal, provides RJW with complete control of their telephony spend. Available on-line 24/7, 8el's billing platform delivers valuable real-time monitoring and reporting capabilities for users.

