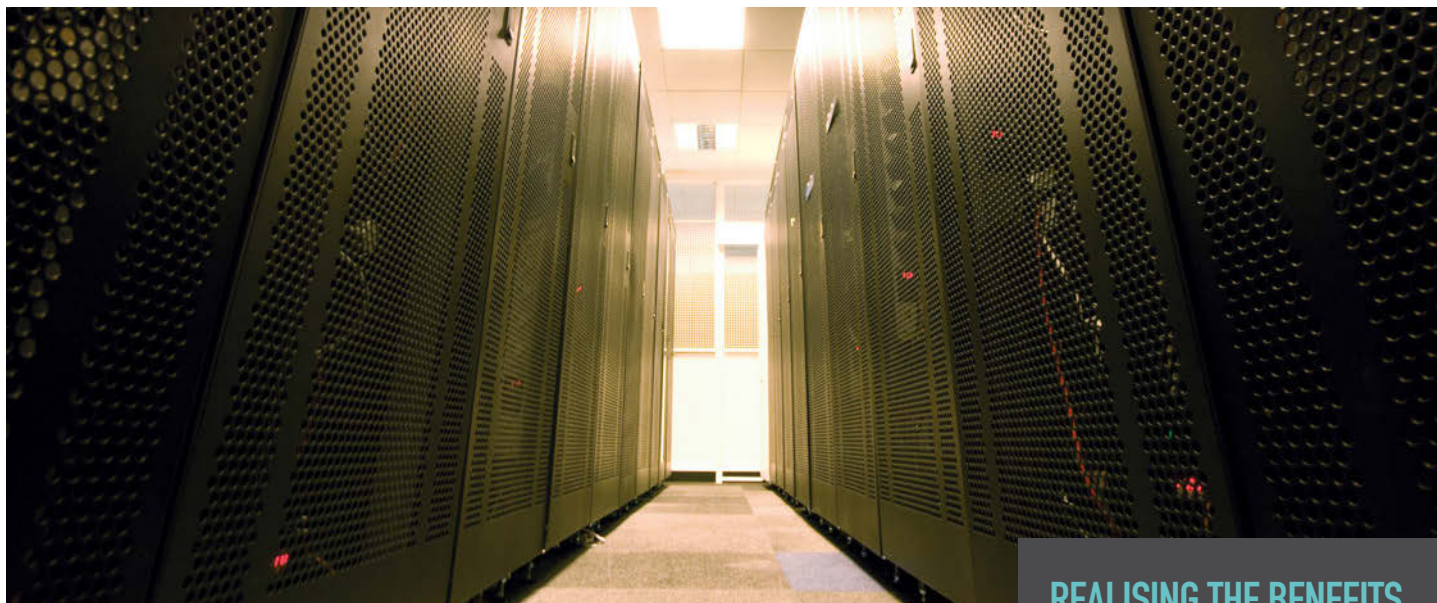


# CASE STUDY

## LEGAL SECTOR

# SHOOSMITHS



Shoosmiths is a UK Top 30 national law firm, with eight offices, 106 partners and over 1200 staff. It offers a full range of corporate and commercial legal services as well as a range of accessible legal advice to individuals. The scalability of Redcentric's network and data management solutions has been a key factor in Shoosmiths' successful expansion.

## CHALLENGES

Like many legal partnerships, Shoosmiths has a fairly complex IT structure. However, the nature of its client base adds further complexity, according to David Bason, Shoosmiths' IS Director. He says, "In a way we're three law firms in one and each part presents its own distinct IT challenges."

Shoosmiths range of services includes:

- A business-to-business corporate and commercial service for organisations.
- A business-to-business-to-consumer service covering debt recovery, repossession and similar services to major financial institutions.
- A business-to-consumer service offering advice to individuals through Access Legal, launched in February 2010.

When Shoosmiths decided to find a new managed network provider in 2007 it was looking for a well-established company that would support its strategy for growth and evolving communication demands over the long-term.

David Bason says, "We knew that ultimately we wanted a one-stop shop which would support our network, infrastructure and data requirements, so above all we wanted a company we could trust."

## REALISING THE BENEFITS

Before using Redcentric's managed services we were duplicating huge amounts of data. Redcentric's efficient and cost-effective services have reduced our storage requirements significantly.

David Bason,  
IS Director, Shoosmiths



shoosmiths

Its challenges were to find a reliable partner that would:

1. Provide a resilient, high-performance wide area MPLS network.
2. Be able to scale up rapidly to add new offices and new services.
3. Offer the option to migrate systems and applications to an efficient, secure data centre environment at a future date.

## HOW REDCENTRIC HELPED

After an extensive evaluation exercise, and confident that Redcentric had the technical and service credentials to be a trusted, long-term partner, Shoosmiths chose Redcentric to provide its next generation of network services.

The implementation process was very smooth and David Bason says, "Redcentric's project management was the best we've seen from a managed services provider." Shoosmiths has subsequently added further back-end services from Redcentric to free up its own IT department and maintain its commercial agility. In doing so the firm has gained:

### TECHNICAL INFO

- Managed Network Services
  - Redcentric LANnet –MPLS private fibre network
- Data Management Services
  - Managed Backup Service for 20+TB of data over multiple sites
- Onsite Managed NetApp filers
- Managed NetApp Replication of onsite NetApp filers to hosted NetApp filers in Redcentric data centre
- Virtual Server Hosting for standard servers and high-demand transactional servers.

- High bandwidth, secure, seamless connectivity between its offices and across the UK.
- Hosting of its data and critical systems, such as its BigHand Digital Dictation system, in a resilient data centre environment
- A virtual hosting hardware environment for its SAP implementation
- A Cloud-based managed backup service for the firm's entire 20+TB data estate
- Managed replication from onsite NetApp filers to Redcentric's hosted NetApp filers
- Access to a dedicated account management team with standards monitored by SLAs and regular client review meetings.

## BUSINESS BENEFITS

Redcentric's solutions met, and continue to meet, Shoosmiths' strategic, operational and budgetary requirement. David Bason says, "From our initial contacts with the team from Redcentric it was apparent that they understood what approach was required when dealing with a company like Shoosmiths."

Reduced pressure on the Shoosmiths' IT team has allowed it to focus on core priorities and there have been wide-ranging financial benefits from the outset – the firm was able to buy out its existing contract, install the new Redcentric network and expand bandwidth, all for a reduced annual fee.

David Bason says there have been significant benefits across the board:

### Cost savings

Not only has Redcentric's hosted data centre reduced substantial energy and maintenance costs that would have been needed for an on-premise facility, but Redcentric's deduplication of Shoosmiths' data as part of its backup and replication service has significantly reduced storage requirements.

### Time efficiencies

The time needed to backup data has been substantially reduced; the removal of the time previously needed to change tapes alone has saved about 1600 hours a year.

### Enhanced resilience

Redcentric's data centre and network have brought higher availability and improved performance.

### Opportunities for growth

The scalability of the network and managed services, and the rapid, cost-effective delivery of communications to new offices has supported and enabled Shoosmiths' expansion

### Improved customer service

Redcentric's managed backup and replication services have enabled better recovery times, leading to a smoother interaction with customers.

## FUTURE

David Bason says that Shoosmiths is very happy with the partnership with Redcentric: "Supporting everything from highly secure virtually hosted systems to totally accessible customer-focused information, Redcentric has the robustness and flexibility to support our widely divergent needs. I expect to be using its services for many years to come."

Redcentric has proved itself to be an excellent partner, a company that we really trust. Its technical expertise was apparent from the start, its project management of our MPLS installation was the best we've seen from a managed services provider and I expect to be using Redcentric's services for many years to come.

David Bason,  
IS Director, Shoosmiths