

CASE STUDY

LEGAL SECTOR

ROYTHORNES LLP



Roythornes LLP is one of the largest firms of solicitors in the east of England with around 150 staff in four offices. Clients range from major blue-chip companies to private individuals and the firm's expertise spans the agricultural, property and food sectors. Having previously suffered frequent and prolonged outages within the firm's wide area network, Roythornes switched to Redcentric, a move that helped dramatically improve network availability.

CHALLENGES

Roythornes' infrastructure is entirely Citrix based. With all documents, email, Internet and database services run from servers in the Spalding head office, inter-office connectivity is therefore mission-critical: if a remote office connection goes down, staff at that office lose access to all centralised resources.

The firm previously had high-maintenance, point-to-point circuits which were not delivering a reliable service. Jonathan Swan, Operations & IT Director says, "As a relatively small organisation, trying to get problems escalated and resolved within the likes of BT was exceptionally difficult for us."

By 2008, network reliability had become such an issue that resolution of the

problem was escalated to the top of the operational agenda.

Jonathan Swan explains, "System availability is a baseline requirement, outages are simply unacceptable. Downtime has a direct effect on productivity not to mention a very negative impact upon client service which in turn is damaging to the firm's reputation."

Roythornes recognised they needed to change network provider as a matter of urgency to:

- provide a reliable network service with in-built resilience
- establish a successful working relationship with a partner with exceptional service standards.

REALISING THE BENEFITS

Redcentric has turned something which was previously a real problem into something which we can now safely and confidently depend upon.

Jonathan Swan,
Operations & IT Director –
Roythornes



 **ROYTHORNES**
solicitors

HOW REDCENTRIC HELPED

Roythornes' IT systems integrator recommended Redcentric's MPLS private fibre network, LANnet. Migration was well managed without downtime and the benefits were immediate.

Jonathan Swan says, "The improvement has been immeasurable. We've now had approaching three years of almost uninterrupted service and any incidents that have occurred have been dealt with promptly and efficiently. Redcentric has turned something which was previously a real problem into something which we can now safely and confidently depend upon." So happy are Roythornes with the service they've received that they have renewed the contract ahead of term.

In addition the firm:

- Has connected to BT's next generation 21CN network, as part of Redcentric's managed network services, giving wider coverage and even more resilience
- Is looking to extend its fully managed networking solution to support homeworkers.

Jonathan Swan says, "Nowadays people increasingly expect the same level of availability and support wherever they are.

We operate in an 'always on' environment and our clients frequently expect a 24/7 service. Given such circumstances it is essential that we are able to provide resilient systems with round-the-clock support and service. In the event of a problem it is a huge reassurance to know that Redcentric is always on hand, ready to resolve issues often before we even realise there has been a problem."

TECHNICAL INFO

- Redcentric's Managed Network Services
- LANnet – MPLS private fibre network
- 21CN connectivity
- Homeworker network support

BUSINESS BENEFITS

In renewing its contract with Redcentric, price was a key consideration but so too was the quality of the overall service provided. "Redcentric clearly recognises the value of relationship management," says Jonathan Swan. "It understands our business and our people, and is highly focused on client care and seeking to manage the lifetime value of the relationship. So satisfied were we with Redcentric's managed network service that the renewal process was a very straightforward project. We were offered a competitive price from an established provider, with a proven track record of delivering great service. The decision was simple."

Jonathan Swan says there are other major business benefits that Redcentric brings Roythornes:

Business continuity

The high level of resilience in Redcentric's network services means that the risk of downtime and therefore lost productivity has been dramatically reduced.

Reduced business risk

High availability has reduced risks associated with meeting our exacting client care standards and helps maintain our commercial reputation.

Proactive support and account management

Jonathan Swan has direct access to the Redcentric support manager, and to dedicated account and technical account managers.

He says, "Whilst it's hard to quantify the business value of this I feel certain that this is a determining factor in the strength of our relationship and the quality of the client service Redcentric provides."

Summing up, Jonathan Swan says, "With Redcentric, we're in safe hands. I know the resolution of any issue is only a phone call away and we can concentrate on delivering value through technology, rather than spending time managing and worrying about IT infrastructure."

FUTURE

Roythornes' future plans include reducing the administrative overhead of managing a number of vendors, by taking more services from fewer trusted companies, like Redcentric. Jonathan Swan says, "We confidently renewed our network provision with Redcentric, I'm expectant that we'll renew again, and we're currently looking into extending our use of Redcentric's services, including homeworker solutions and SIP trunking."

