



NEXTIRAONE BUILDS LAW FIRM'S NEXT GENERATION COMMUNICATIONS PLATFORM AND SUPPORTS MAJOR OFFICE MOVE

Leading UK law firm Blake Laphorn's move to a new flagship office in Southampton was a major project for the company. With over 300 personnel moving from three separate locations across the South of England, the relocation had to be right first time and without any disruption to its critical business functions. At the same time Blake Laphorn wanted to build a new communications platform that would form the backbone of the company's voice and data networking, linking its offices and providing a next generation solution for the future growth of the organisation

Blake Laphorn chose NextiraOne as its partner for the consultancy, design, building, implementation and support of its next generation communications platform and its new Data Centre, and also to help with the move to its new Southampton office. From the earliest planning stages NextiraOne was on hand to advise, plan and co-ordinate the implementation of the Unified Communications system, to prepare the new building, install the Data Centre and to support the staged relocation of staff into Blake Laphorn's new office.



WORKING WITH NEXTIRAONE

"With such a large scale move into our new office in Southampton, it was particularly important for us to have one company that could provide all the expertise required and was prepared to meet our timescales. NextiraOne clearly demonstrated that it could deliver the breadth and depth of expertise we needed. It delivered the project on time, within budget, and with exceptional quality. We look forward to working in partnership with NextiraOne as we roll out the communications infrastructure to our other offices."

*Vivien Eaden,
IT Director,
Blake Laphorn*

THE CLIENT

Blake Laphorn is one of the UK's leading full service law firms, providing a comprehensive range of legal services for businesses, individuals and families.

Blake Laphorn has a network of offices in London and across the South East, including Southampton, Winchester, Oxford and Portsmouth. The company has more than 100 partners, 400 lawyers and a total staff of over 850, and is the largest law firm in the South East of England.

Clients range from multinational companies, owner-managed businesses, SMEs, Government agencies, charities, business and property owners and private individuals. Industry sector groups within Blake Laphorn provide targeted advice built on an understanding of the issues faced by particular industries. The company also handles international work and is a member of various specialist networks reaching across 75 countries.

THE CHALLENGE

The move to the firm's office in Southampton required careful planning and implementation in order to avoid any disruption in the service to Blake Laphorn's clients. At the same time it provided an ideal opportunity for the company to upgrade its voice and data systems and to develop a communications strategy that would take it forward for the next decade.

The re-location had to be carefully planned and seamlessly executed so that there would be no interruption to Blake Laphorn's business activities.

At the same time Blake Laphorn wanted to build its new communications infrastructure linking all its offices across the South East and to house the new Data Centre, which would hold the firm's centralised IT and communications infrastructure in its Southampton office. Blake Laphorn needed a partner that could deal with complex projects from the strategic 'big picture' down to the minutest details, from cabling requirements to large-scale, last-minute system changes.

CUSTOMER REFERENCE

UNIFIED COMMUNICATIONS - DATA CENTRES- CONTACT CENTRES - MOBILITY- BUSINESS PROTECTION - EXPERT SERVICES

THE SOLUTION



NextiraOne provided consultancy support and design expertise from the very earliest planning stages of Blake Laphorn's project, advising the company on how to support its long-term business and growth objectives by building a next generation communications infrastructure.

The new solution is based on a Converged LAN and Unified Communications platform, the infrastructure includes wireless and security technology and is based on Cisco architecture. NextiraOne designed, planned and managed the installation of the new Cisco architecture and was responsible for the Data Centre design and build, down to the detailed installation, including cabling, racking and cooling, in the new building. NextiraOne also helped to coordinate the relocation of staff to the new building, ensuring that all the system changes required during the move were carried out without disruption to normal business activities.

WORKING WITH NEXTIRAONE

"We gave ourselves very aggressive timescales to work to, but - thanks to NextiraOne's support and flexibility - we were able to relocate 100 staff into the building in June 2008 as an interim move - ahead of schedule. All of the work has been conducted to avoid any disruption to our legal staff. Feedback from the early movers was excellent, which was encouraging to the staff that followed. I have an excellent IT team who have all enjoyed our experience of working closely with NextiraOne."

*Vivien Eaden,
IT Director,
Blake Laphorn*

The Data Centre was designed to provide a high level of resilience in order to ensure business continuity and to use the latest technologies to minimise the Data Centre's carbon footprint. The new infrastructure includes wireless and security features that support Blake Laphorn's increasing demand for mobile working as its staff increasingly collaborate across a variety of locations, across various disciplines and working from their clients' premises. The contract also included the implementation of a small Contact Centre, which Blake Laphorn uses for internal call handling, particularly to manage communications with the company's IT help desk, ensuring that calls are routed to the relevant person within the IT team.

During the relocation phase, Blake Laphorn staff were moved in three stages over a six month period. The process began with 100 Southampton staff moving ahead of schedule, assisted by NextiraOne. The IT team followed two months later from the firm's Portsmouth office, closely followed by the bulk of staff (almost 200) who moved from it's Fareham office.

NextiraOne is highly trained and skilled in delivering major projects of this complexity and is accustomed to working to extremely tight deadlines. The company has delivered a number of solutions to top law firms and was therefore familiar with the concerns Blake Laphorn faced regarding business continuity. As NextiraOne was involved with Blake Laphorn from the earliest stages of its project, the company was able to keep to the planned schedule and bring forward certain deadlines, delivering additional benefits to our customer.

Blake Laphorn has signed a five year support contract that provides comprehensive support for all elements of the company's communications system from NextiraOne. The support contract covers the infrastructure and also equipment from third party suppliers, giving Blake Laphorn one point of contact for all support and maintenance issues with its communications system.

CUSTOMER BENEFITS:

- Blake Laphorn was able to continue its business activities uninterrupted throughout the relocation thanks to smooth and seamless management by NextiraOne
- Some moves were carried out ahead of schedule making the transition easier for subsequent staff moves
- Blake Laphorn now has a state-of-the-art Data Centre and communications platform providing excellent future-proof functionality
- The Data Centre allows greater collaboration through various applications - these help to increase productivity
- The wireless and security elements allow greater flexibility and mobility - Blake Laphorn staff can now access data and communications more easily when working away from their workstations
- The NextiraOne support contract provides peace of mind and simplifies maintenance and support of the system. Blake Laphorn has one point of contact and NextiraOne takes responsibility for all aspects of the system, leaving no grey areas and providing a responsive and reliable service.

NextiraOne are Europe's leading experts in communications services. The company designs, installs, maintains and supports all of its customers' communications needs from voice to mobility, security and applications. NextiraOne provides seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to customers

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