

## Essant Customer Case Study

“The Proactive Network Healthcheck gave us a clear understanding of our mission critical network, enabling the confident and successful deployment of advanced network services.”

Jon Smith,  
IT Director, Keoghs

### AT A GLANCE:

**Company Name:**  
Keoghs Solicitors, UK  
[www.keoghs.co.uk](http://www.keoghs.co.uk)

**Industry:**  
National Law Firm

#### Key Challenges:

- Assess status & performance of network
- Assess readiness for converged service delivery
- Meet deadlines for expanding network user base
- Reconfigure network infrastructure and migrate data
- Introduce processes, policies & procedures

#### Solution and Services:

- Essant Proactive Network Healthcheck
- CCIE Consultancy
- LAN, Core Network, IPT and Security Consulting
- Implementation, Staging & Testing
- Ongoing Network Support and Services
- Technology Solution
  - New CISCO Network (LAN)
  - New CISCO Security Environment

#### Existing Environment:

- Cisco Core Infrastructure
- Enterasys Edge Switches
- Netpilot VPN Security
- CyberGuard Remote Access & Firewall Security
- Packateer Traffic Shapers
- HP Servers

#### Implementation Highlights:

- Delivery of the Essant Proactive Network Healthcheck.
- Creation of resulting ‘Get-Well’ Programme
- Core switching & routing Infrastructure Consultancy
- New CISCO Security Infrastructure

#### Key Benefits:

- Identified priority areas for improvement
- Improved latency, availability and manageability
- Improved infrastructure capable of running converged services
- Reduction in time consuming, costly manual processes
- Improved internal knowledge base
- Future-proof platform for new application roll outs

## KEOGHS LLP

### The Background

Keoghs LLP is a national law firm providing legal services to a range of insurance and commercial clients, covering litigation, employment, crime and regulatory issues.

Employing over 500 staff, across sites in Bolton and Coventry, Keoghs relies on its IP network to support voice and data services, which underpin both internal operations and client service delivery.

Following a period of sustained business growth, Keoghs’ IP network was being placed under increasing pressure. With an impending requirement to deliver converged voice and data services to a fast expanding network user base, Keoghs sought assistance to gain a clear understanding of the stability and performance capabilities of its networked environment, to ensure a pain-free expansion programme.

## The Challenge

Cumulative changes in personnel, device upgrades, service enhancements and security practice amendments had left Keoghs with an IP network that was difficult to manage, maintain and develop, in line with future strategic objectives.

corporate objective to offer enhanced client services through the use of cost-effective IP based services across a fast growing user base, we needed to take stock of our current situation, prior to implementing any additional changes or enhancements.”

“**The network supports a wide number of applications, ranging from voice and email, to online back up and data archiving.**”

With this in mind, Keoghs approached UK advanced networking consulting specialist Essant, with the view to obtaining a ‘clean bill of health’ for its current network, along with a “get well” plan and framework methodology to address any shortfalls in terms of network

Jon Smith, IT Director, explains the challenges the business faced, “Our rate of organisational growth, plus the increasing demands for networked services across an expanding user base was placing increasing stress on our IP network.

“The network supports a wide number of applications, ranging from voice and email, to online back up and data archiving. Network availability and quality of service across our network is therefore fundamental to us performing our daily operations. With a

optimisation, availability and manageability.

## Programme Delivery

Against a pressing deadline for new user additions, Keoghs needed to out-task an in-depth audit to CCIE engineers, capable of rapidly identifying the areas requiring immediate attention for an on-time deployment of the new converged services.

Jon continues, “Essant was able to readily mobilise a team of CCIE experts

and deploy them on-site to assess the status of the IP network. Having had extensive experience of projects within

Jon comments, "Essant's 4 phase approach to the programme ensured that we were able to gain maximum value

“**...the team was able to meet the tight deadlines for this project by delivering a tailored service against a proven framework, the Proactive Network Healthcheck.**”

from the process and also helped us to meet all major project milestones on-time and on budget. We also found the collaborative approach to project management suited our working practices – enabling us to leverage existing skills within our organisation and simply add expertise as was required.”

the legal sector, and with expertise in advanced data networks, including converged voice and data services, the team was able to meet the tight deadlines for this project by delivering a tailored service against a proven framework, the Proactive Network Healthcheck.”

**Programme Benefits**

The findings of the health check helped Keoghs identify areas of vulnerability and non- or partial-compliance across device configurations, physical and network structures, against best practice criteria.

Essant firstly convened an on-site workshop, to identify core business requirements for the project and to ensure programme buy-in. The workshop required the attendance of all major stakeholders to ensure operational and technical requirements were identified and agreed upon, prior to commencing the on-site audit, assessment and presentation of findings.

The knowledge of the topology, activity and configuration of the core network is helping to mitigate the risks associated with network downtime and will facilitate implementation of future applications and services.

Jon Smith affirms, “The health check presented us with an in-depth analysis of the network and a diagnosis of the

compliance, of our network structure and device configuration. The inclusion of the policies, procedures and documentation has ensured ongoing stability and conformance to best practice and this knowledge will benefit us long into the future.”

In line with the findings, elements of the network were subsequently upgraded and this included the implementation, staging and testing of a new CISCO network (LAN) and a new CISCO security environment. Both programme elements were delivered by Essant CCIE engineers

benefiting from vastly improved network performance and reduced latency, which is helping to improve client services and increase efficiencies.

Network manageability has also been greatly enhanced, leading to a reduction in time consuming, costly, manual processes and a reallocation of resource to ensure we remain focussed on value-add programmes and projects.”

The Proactive Network Healthcheck has enabled Keoghs to deliver against both short-term tactical objectives, as

well as consider IP service delivery development in a more strategic context.

Jon concludes, “The quality of the CCIE consultancy delivered by Essant throughout the project enabled us to quickly diagnose issues, and

“**As a result of the project we are benefiting from vastly improved network performance and reduced latency...**”

over a period of two weeks, to meet the deadlines for the expansion programme.

Post programme the network is more manageable, available, reliable, scalable and secure. It is now able to guarantee Quality of Service for the large and growing user-base wishing to benefit from past investment in converged voice and data services.

Jon adds, “As a result of the project we are

initiate the ‘get well’ programme as a single, unified work stream. This cured our most immediate pain, and through a collaborative approach to project delivery, we are continuing to address more long-term objectives to actively seek new and improved ways of working to be the best at what we do.”