TalkTalk Business

Halliday Reeves

"We now have a robust, efficient infrastructure which meets our business requirements today, while also being easily adaptable if the company's needs change in the future."

Mark Scott, Halliday Reeves' IT Manager

Call:

0800 954 5707

Lines are open Mon-Fri 9am-5pm

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The challenge

Increasing efficiency
Reduce complexity

Law firm Halliday Reeves is a long-term client of TalkTalk Business so when it came to relocating its headquarters, it turned to the provider to establish the best way of upgrading its systems. Working to short time scales, Halliday Reeves recognised the need to update its data networks and were keen to make the most of hosted technology and the advantages it could bring to its multisite business.

The solution

Unified Communications

Within just four months, TalkTalk Business carried out a thorough review of Halliday Reeves' IT infrastructure, rationalising servers to be hosted and linking sites via MPLS. TalkTalk Business' Hosted Unified Communications technology meant that Halliday Reeves no longer needed its ISDN30 service or on-premise telephone system, as well as benefiting from advanced service features.

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The benefits

Short deadlines met, ensuring systems up and running from day one

Servers rationalised, hosted slimmed down leading to cost savings

Employees, including homeworkers, benefit from advanced voice functionality

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Leading the way

As part of its project to move its headquarters to new offices in Gateshead, law firm Halliday Reeves recognised the need to upgrade its data systems to ensure employees at its five sites across the north of England, plus a number of homeworkers, had access to fit-for-purpose, future proof technology.

Additionally the team were keen to streamline IT requirements and ensure its tight four month timeframe was met, as Halliday Reeves' IT Manager, Mark Scott, explains: "We recognised that the office move was a great opportunity to review our IT infrastructure. We wanted to ensure our employees had access to the same fit-for-purpose technology whichever of our five offices they were based in or if they are home based.

"We were also keen to investigate the potential of hosted technologies – both for our server requirements and potentially to unify our telephone communication services. We had a working knowledge of the generic advantages of hosted technologies, but what we were looking for TalkTalk Business to help us understand were the specific benefits it could bring to Halliday Reeves."

The solution

TalkTalk Business adopted a three pronged approach to meeting the challenges faced by Halliday Reeves. The first step involved installing MPLS to link Halliday Reeves' offices, in order to minimise bottlenecks and speed up the flow of information on the company's network. Next Halliday Reeves servers were migrated to a data centre, rationalising and slimming down the servers required as part of the process.

The third and final part of the project was to implement Hosted Unified Communications allowing Halliday Reeves' employees to benefit from better voice quality and advanced service features while removing the need for ISDN30 and on-site PBX. Hosted Unified Communications was extended to homeworkers via 'softphones', enabling them to access the same benefits as office-based colleagues by using their laptops to make and receive calls.

Mark commented: "This three strand approach met the challenges we faced while simplifying and stripping out older technology to boost efficiency. It was a comprehensive package which we were confident would deliver real business benefits."

"The project managers and technical staff we worked with were experienced, thorough and extremely knowledgeable. It was clear that you could leave an issue with them and rest assured it would be dealt with. Top marks to them."

Mark Scott,
Halliday Reeves' IT Manager

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Benefits

TalkTalk Business managed the entire project from porting numbers to moving services to TalkTalk Business' data centre, to reprogramming telephones, ensuring all work was completed within the four month timeframe.

Mark commented: "We now have a robust, efficient infrastructure which meets our business requirements today, while also being easily adaptable if the company's needs change in the future. The technology we opted for means we no longer have PBX equipment to accommodate or manage, and we also didn't need to find money for capital expenditure.

"HUC means employees can now use a single number to receive calls to any handset, regardless of whether it's a mobile or landline, and it's a system which is proving popular with our staff. Homeworkers also have the advantage of softphones, minimising the amount of work-related equipment they need in their homes.

"In all, the project lasted four months and during this time TalkTalk Business was always on hand to help resolve issues and iron out problems. The project managers and technical staff we worked with were experienced, thorough and extremely knowledgeable. It was clear that you could leave an issue with them and rest assured it would be dealt with. Top marks to them.

"Overall I am very satisfied and I would have no issues working with TalkTalk Business again our recommending them to others."

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