

Fisher Jones Greenwood stay connected with our network



Fisher Jones Greenwood LLP is an award-winning and innovative law firm based in Central London and throughout Essex. With 30 years' experience and over 160 lawyers, paralegals and support staff, the firm provides a full range of commercial and private legal services.

Ranked in both the Legal 500 and Chambers directories and awarded the 'Excellence in Technology' at the 2016 Law Society Excellence Awards, the firm has a progressive, forward-thinking approach to what is now a fast-moving, evolving market. Dedicated to providing the highest levels of customer experience, the firm embraces new technologies, such as a same-day response service and an expansive website, and has been one of the area's fastest-growing firms for over a decade.

Fisher Jones Greenwood's IT infrastructure needs to be flexible and up-to-date to adapt to this growth. It also needs to be highly reliable as IT is absolutely critical to the everyday running of the firm with everything from digital dictation, case management, compliance and document production, to telephony, CCTV and door entry dependent on it.

Challenge

As a rapidly growing firm and with plans to expand into new premises, the team at Fisher Jones Greenwood had to deal with the challenge of getting its IT and telecoms up and running ready for staff to move in.

Peter Carr, Partner and Head of IT at Fisher Jones Greenwood, explains: "Due to a mix of individual suppliers for our network connectivity and telecoms that struggled to work together to create and grow a reliable communications network, problems began to arise.



CONNECTIVITY



UNIFIED COMMS

2016

winner of the Excellence in Technology Award

“

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Peter Carr
Partner and Head of IT

OUR SOLUTIONS



CONNECTIVITY

DATACENTRE

CLOUD

UNIFIED COMMS

MOBILITY

MANAGED SERVICES



Branch offices were suffering from connectivity problems, printing was taking a long time, voice traffic was suffering quality issues and the provision of new premises was taking much longer than expected.”

Issues finally came to a head when Fisher Jones Greenwood opened a new office that was connected by a point-to-point network which failed to perform.

Carr explains: “As a law firm we need our solicitors to be always available and our IT infrastructure to be resilient; the network we were relying on was simply not meeting this basic expectation. Furthermore, we were also not getting value for our money so we started to look for a reliable single supplier.”

Solution

Fisher Jones Greenwood engaged with Six Degrees Group (6DG) whilst looking for a reliable and cost effective provider.

Carr explains: “We wanted to consolidate the mix of technology suppliers and work with a “full-house” provider that could manage our data connectivity and telecoms estate. 6DG presented the best fit for us as it not only demonstrated abilities to keep up with our growth, but also had a mature portfolio of services that best suited our requirements.”

6DG provides MPLS connectivity and SIP telephony Fisher Jones Greenwood’s five office locations on its 6DG Next Generation Network (NGN). The 6DG L3VPN service has been created for organisations that need multi-site solutions ranging from broadband speeds of 8Mbps, to fibre based services well in excess of 1Gbps. This runs across 6DG’s NGN which is completely resilient across the core nodes with the ability to re-route in less than 50 milliseconds, keeping traffic flowing 24/7/365.

Recently, 6DG has enabled Fisher Jones Greenwood to adopt a hybrid cloud solution by providing the firm with Amazon Web Services (AWS) Direct Connect as an extension of the existing MPLS network. The firm has also been able to move its in-house unified threat management system, Redscan, off-premise because 6DG can provide connectivity via its MPLS network.

Carr comments: “6DG have proved time and again that they are flexible to our needs. The most recent example of this was the seamless third party integration with Redscan that has brought great benefit to us and our clients.”

Outcome

Fisher Jones Greenwood and 6DG work together to ensure that the firm’s data and voice communications are reliable and efficient guaranteeing they provide the best service to clients.

Carr explains: “Because 6DG manage all the connectivity for us, provisioning new services and office locations is much simpler. 6DG’s end-to-end approach manages the sales, provisioning and circuit handover in a highly professional manner. This same end-to-end ethos carries through to the NOC teams monitoring our communications network, providing us with early warning to any potential disruption.”

Results

“Because 6DG understand our business and our business needs, they are much more than a provider of communication infrastructure to us; they are a valued strategic partner that obviously listen to their clients,” Carr concludes. “Our inter-office data and voice communication is now extremely reliable with traffic shaped and prioritised via 6DG’s platform to guarantee quality.”

About Six Degrees Group

We are a leading hosting and managed services provider to the UK mid-market. We specialise in delivering application performance management, monitoring, reporting and security, deployed on hybrid public/private cloud platforms of innovation. Everything we do is underpinned by our own data centre, data network and voice switching infrastructure. For more information:

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THE CLIENT

Peter Carr
Partner & Head of IT

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