

Redstone Converged Solutions Case Study

people who innovate

The Client

RIBA Enterprises has over 30 years experience providing effective and established solutions to the information needs of the UK construction industry. RIBA Enterprises runs across three main sites at Newcastle, London and Newark, and has further subsidiary and retail sites across the UK. RIBA Enterprises also employs a large number of home workers. Whether it's the latest books on architecture or a full specification system using cutting edge technology, RIBA Enterprises offers a range of RIBA and NBS products and services.

Realising the benefits

The complexities of communicating across multiple sites with an outdated infrastructure led RIBA Enterprises to review its telecommunications set-up. The organisation was looking to implement unified communications between its multiple sites and home workers, and to make savings on the time and cost of travelling between sites.

Following a successful tender process, Redstone, a national provider of IT and communications solutions, was appointed to deploy the new technologies. The company-wide project was implemented over an eight-month period from January to August 2006.

The results

The results were far-reaching and have brought many benefits to RIBA Enterprises:

- Improved internal and external communications through the implementation of a company-wide reception, four digit extension dialling between sites, video conferencing and VoIP allowing for free internal calls
- Improved communication facilities for remote workers, including secure VPN access software to protect company information and to allow for more flexible working
- Simplified management and easier maintenance via a reporting portal
- Reduced rental of telecommunications and overall call costs

RIBA Enterprises

“We don’t want to stand still, we want to be seen as a company that can move forward and now that we’ve established this relationship with Redstone we’re looking at how we can work to make the most of it and continuously improve our business using technology.”

Mike Ray-Jones, IT Director, RIBA Enterprises



The Challenge

Bringing together RIBA Enterprises’ collective operations and business systems into a single entity resulted in an increased level of communication within and between the organisation’s disparate sites.

The existing ICT infrastructure had become unable to cope with the increased demands placed upon it as Mike Ray-Jones, IT director, RIBA Enterprises explained: “We were trying to do things with the previous system that it simply couldn’t cope with. It served our purpose at the time, but as we have grown, we have spent a lot of time dealing with network issues due to the system’s shortcomings.”

The company’s infrastructure had grown according to requirements, and as a result it had separate agreements with different ISPs for each location. With no guaranteed quality of service between sites, circuit rental costs were high and involved an enormous amount of paperwork and management.

To improve working practices and processes, RIBA Enterprises was also looking for a solution that would

enable VoIP and video conferencing, as well as reduced rental costs of telecommunications, improved resilience and a comprehensive reporting tool to enable it to track how well the infrastructure was working.

The existing infrastructure had essentially become disjointed, involving numerous suppliers, and became difficult to manage, as Ray-Jones explained: “We were looking for an integrated data and telephony infrastructure, preferably from a single supplier who could advise us and guide us through the project.”

The Solution

The project called upon the joint expertise of the Redstone Converged Solutions and Redstone Managed Solutions teams. They deployed an MPLS based QoS-enabled IP VPN including an Avaya Communications Manager 3 (CM3) S8500 solution at three sites and an Avaya CM3 G250 solution at four sites. The solution also includes voicemail for all users, Call Management System (CMS), Tiger Call Logger, Internet access, a Managed Firewall, VPN access software DSL and ISDN2 circuits. The solution was also future-proofed with the modern infrastructure guaranteed to meet the organisation’s requirements for the next five years, whilst also allowing for any future potential growth and development.

“The new network enables us to integrate all of our sites and home workers. We now have a single telephony network which enables us to work under our ethos of one company,” commented Ray-Jones.

The Results

The integrated data and telephony infrastructure enables RIBA Enterprises to save costs, communicate more effectively between branches, and it now

has one network it uses for all voice and data communications as well as company wide VoIP, video conferencing capabilities and a web-based reporting portal, all of which makes management of the infrastructure a much simpler task.

Ray-Jones explained: “The Redstone team impressed us with their professionalism from the outset, and what they have delivered now enables us to have a company-wide reception, calls between sites are now free of charge using VoIP, and staff can now dial between sites using four digit extensions.” One of the original aims of the project was to reduce overall costs for the company and as a consequence of the solution implemented by Redstone, costs have been reduced and call rates have gone up from 8,000 to 12,000 per month.

The Outcome

Following the success of this project, RIBA Enterprises is discussing its future requirements and has subsequently chosen to set up its web-hosting with Redstone. This project demonstrates the value of the combined skills of Redstone Converged Solutions and Redstone Managed Solutions, and further cements the group as one of the leading IT and communications integrators in the UK and Ireland.

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For further information please call or visit us on:

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