



IT comes naturally

Austin-Smith:Lord

Vendor Management

Customer issues

- Period of business re-engineering and restructure
- Full IT function review
- Vendor Consolidation

ISN solution

- Ad hoc escalation – ‘3rd line Support’
- Full service management & Monitoring
- Cost effective in-housing of their IT department
- Telco consolidation and cost management

Business benefits

- Lower cost IT model
- Access to a pool of expertise
- Frequent IT road map review
- Resilient best of breed network design
- Cost savings

Austin-Smith: Lord

Austin-Smith:Lord LLP entered a period of business reengineering and restructure. As part of the restructure process, a full review was carried out on the IT provisions to migrate the IT function “in house” – moving from an almost fully outsourced IT model to an internal model. At the stage of restructure, Austin-Smith:Lord were tied into several large contracts which had to be renegotiated mid- contract.

ISN worked alongside Austin-Smith:Lord to support them in reviewing and renegotiating their IT contracts. With the help of ISN, Austin-Smith:Lord were able to hold meaningful 3-way conversations with their suppliers, negotiating revised terms based on their amended IT requirements. ISN were able to help “open doors” to the third party suppliers allowing Austin-Smith:Lord to build relationships and have successful conversations with their suppliers enabling them to enter into updated contracts which were more relevant and cost effective.

As part of the restructuring programme server space needed to be moved and ISN were instrumental in relocating equipment in rented colocation space in Docklands back to the Austin-Smith:Lord offices without disrupting the IT services of the business.

ISN were able to simplify the original IT network, which is now incredibly stable and secure. The new system set up is less complicated than previous set-ups with user feedback against overall IT overwhelmingly positive. Time had been spent previously firefighting IT issues, but since ISN restructured the IT, making things less complex, this is no longer the case.

Since working with ISN, there have been very few periods of “systems downtime”- through 2014 there was 100% Uptime reported in over 1920 hours of operational time.

As another service offering, ISN reviewed Austin-Smith:Lords telephony requirements through an audit of telephony contracts. It was identified there were unused telephone lines that were being paid for but not used. ISN identified the numbers of lines required for the number of employees and reviewed coverage and price requirements. ISN negotiated telephony contracts based on Austin-Smith:Lords current requirements removing the cost of surplus lines which incurred additional costs.

This exercise saved Austin-Smith:Lord £12,000 in savings on telephony bills across the organisation, which represented a 36% saving over a 3 year period. Telephony and Collaboration through 2015 will be reviewed further with Mitel and Lync being optimised for the estate, to realise further benefits to the business.



IT comes naturally

The solution

ISN were engaged to review all the functions of IT – cost, resilience, security, and the underlying strategy, working closely with the Austin-Smith:Lord IT Manager.

The programme of works included:

Datacentre – ISN were able to fully evaluate the core computer requirements for ASL, as well as power and bandwidth costs, to assist in the decision making process to move the core network from Datacentre Space in London back to their Liverpool Head Office, in a model that retained the resiliency and speed the estate had become used to.

Internet – ISN audited all sites utilisation of Ethernet services and reviewed this against current emerging technologies such as EFM and FTTC. ISN were able to right-size all sites on the Wide Area Network, with a combination of MPLS and ISP facing tails to get a best-value 'hybrid' solution that best fitted each individual office.

Security – ISN were able to review the gateway Security policy for Firewall and Remote Access servers and, again, bring this back in-house for ASL 1st and 2nd Line Support with ISN a trusted knowledgeable 3rd line escalation.

Filtering – ISN were able to assess the mail and WWW filtering services utilized for Austin Smith Lord and make sure these were fit for purpose, cost-justified and running in a manner required. ISN, as part of the overall migration of all services to the core, were able to take support back to these remaining 'cloud' filtering services to give a full end-to-end solution.

About Austin-Smith: Lord

Austin-Smith:Lord have been delivering the highest degree and creative and practical though in architecture since 1949. With over 55+ employees they are based in three key locations within the UK - Cardiff, Liverpool and Glasgow.

Austin-Smith: Lord have worked on many buildings of national importance and have won over 150 awards and commendations for their outstanding architectural and environmental designs.

They Say

“ Working with ISN is refreshing. Their knowledge and expertise around the 'IT Space' is second to none. The whole team at ISN provide Austin-Smith:Lord with access to expertise we would not be able to offer internally”

*David Price – IT Manager
Austin-Smith:Lord*

Why ISN

ISN made it very easy for us to do business with them. The team at ISN are very approachable and knowledgeable and responsive to their client's needs.

David feels he has the support of a team of experts within ISN that support his business 24/7 they offer a swift action response and any IT issues are dealt with promptly and effectively.

