

Enabling a Next-Generation Workspace for Kohn Pederson Fox

Future-proof, Agile, Secure and Collaborative: ISN delivers an IT infrastructure designed for business resilience and growth

About Kohn Pederson Fox (KPF)

One of the largest architecture firms in the world, KPF designs buildings of all types and scales. From civic and cultural spaces, to office buildings, transportation hubs, hotels, and education institutional developments, the firm is involved in projects in more than 35 countries worldwide. With offices in New York, London, Shanghai, Hong Kong, Seoul and Abu Dhabi, this award-winning architectural practice's most recent engagements include Abu Dhabi Airport and the Earls Court redevelopment project in London which features sustainable open spaces, 7,500 new homes, parks and public arts venues.

The Challenge

If your business is built on delivering iconic architecture design on behalf of clients, you need to be confident your IT infrastructure can respond to any demand. So when KPF prepared to relocate to new office premises in central London, the move represented an ideal opportunity to ensure a resilient, future-proofed IT architecture was in place to support the firm's fast-moving commercial demands.

KPF wanted an implementation and support partner that could undertake the entire IT 'lift and move' process, deploying a rock solid IT foundation that incorporated a reinvigorated business continuity strategy. From a technical perspective, that meant implementing a cost-effective yet ultra-resilient server and communications environment that's engineered to deliver operational integrity and performance alongside capacity for future business growth.

KPF also wanted to ensure its new technology environment was fully managed 24x7, so it could get on with what it does best – redefining architecture for the 21st century with compelling new structures that rewrite the rules of design.

But that wasn't all. KPF wanted to work with an IT partner that had the 'know how' to future proof the firm's IT systems so it could take advantage of new technology innovations with ease. That included enabling any future expansion of requirements – including a move to the cloud.

The solution

KPF wanted to run all its primary systems from a collocated data centre close to London. This would eliminate the huge capital expense involved in creating a purpose-built data room at its new offices. ISN worked closely with KPF to find the right hosting environment, identifying a Tier 1 state-of-the-art data centre provider that would deliver a secure and resilient computing environment for KPF's systems, alongside all the 'pay for what you use' scalability it needed.

Overseeing the entire estate migration, ISN took charge of designing the new data centre infrastructure, updating firewalls and implementing a dedicated secure link to the company's global MPLS. Designed to be secure from the ground up, the new communications infrastructure features a new 10 GB WAN network supporting the 170-strong team of London-based employees while enabling the seamless 'trans office' collaboration required for international projects.



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- Ryan Gyselinck, IT Manager, KPF

ISN undertook WAN sizing for communication links back to critical cloud-based applications and put in place a new virtual private network (VPN) to ensure that, no matter where employees are working, or what applications or devices they utilise, network access can be centrally controlled and all enterprise security policies enforced. ISN also deployed a centralised wireless solution, complete with unique WANs for project teams, at the new head office premises in London, ensuring that corporate traffic is completely segregated from the Guest Wireless services used by visitors.

“As a company engaged in the business of innovation, we needed an IT partner with a similar outlook,” confirms Ryan Gyselinck, IT Manager, KPF. “ISN simply ‘gets’ what we do, are highly responsive and experts at ensuring our ICT never holds the business back.”



ISN solution

- New office and data design and implementation
- Resiliency and security review
- Data cabling, IT engineering resource for the move
- Fully managed service for UK office and European data centre

Benefits

- One-stop shop for all infrastructure support
- Fully managed and monitored infrastructure and end-to-end
- Fast, reliable data centre, customer-owned ‘cloud’
- Frequent infrastructure reviews – ensures future-proofed ICT environment
- On-demand access to technical experts for ad-hoc projects
- Service tailored to KPF’s exact operational requirements future-proofed ICT environment

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- Ryan Gyselinck, IT Manager, KPF

Results

Today KPF is able to maintain a small in-house IT team at its London offices, confident that the comprehensive day-to-day monitoring, management and support of the firm’s ICT systems is fully taken care of by ISN. “We now have all the system resilience and availability required to assure ‘business as usual’ operations on a daily basis,” says Ryan. “Security issues are no longer a concern – thanks to the end-to-end structures now in place - and ISN regularly undertakes stress tests of the entire environment to ensure our protection rigour is maintained.”

The bespoke support and consultancy service provided by ISN means that KPF can call on the expertise it needs, the moment it needs it, even when tackling ‘out of scope’ requirements – like the

recent set up of on-the-ground enterprise-grade communications for a new site office in Abu Dhabi – or planning how to jump onto the next technology innovation.

“When the on-site team in Abu Dhabi grew from 5 people to 50, ISN preconfigured a network, complete with firewalls and security, ready for on-site deployment. And they did it in days – not weeks,” confirmed Ryan.

“Whatever the conversation – whether it’s reducing our current reliance on a high-cost MPLS network, enabling global working, or evolving our environment to support future demands – we have it with ISN,” he concludes.