

Customer Case Study

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– Connie Wiseman
RPS Group IT Manager/Ireland

RPS Group



Strencom Service

Managed Private ADSL WAN & Managed Security Services

Industry

Construction

Geographies

Ireland & UK

The Need

RPS in Ireland is a fast growth and extremely successful division of the RPS Group Plc. The company has twelve offices throughout the north and south of Ireland, and is currently undergoing an aggressive acquisitions programme. A mission critical element supporting this growth is its fully converged communications infrastructure. RPS required a services provider to enhance the scalability, security and resilience of its expanding network. Strencom, the business IP services provider was selected.

RPS main IP data connectivity is based on an MPLS solution, which acts as the core connectivity for all RPS’s voice, video and data traffic.

To support the intended expansion of RPS in Ireland and to strengthen its business continuity strategy, it was decided that two key areas of the IT and communications infrastructure needed to be improved. Firstly, RPS needed to develop a two tiered network. In the event of the primary MPLS line breaching and leaving a central site without the exchange server, 1100 employees in locations nationwide would be offline and without access to email. RPS sought a business IP provider to act as a back-up to its main provider. RPS needed the assurance that its network would never fail.

If a fault occurred within the core MPLS line, the back-up line would automatically activate, ensuring that all offices would remain connected.

Secondly, the already huge demands on the available bandwidth were affecting future plans to adopt IP enabled applications such as video-conferencing and VoIP. As these applications are extremely bandwidth intensive, RPS needed to find a way to remove non-critical data from the MPLS lines.

RPS in Ireland - Company Overview

RPS is Ireland's leading multi-disciplinary consultancy, providing planning, engineering, and environmental services. It is the leading provider of services for the development and management of natural resources, property & engineering assets and the environment.

RPS plans, designs and manages projects for clients in the public and private sectors. These services are delivered by 1,200 staff based at offices in Dublin, Belfast, Cork, Galway, Limerick, Waterford Letterkenny, and various other remote site offices, some of which are temporary and continue to change

Solution

As a Virtual Network Operator (VNO), Strencom does not own a telecom infrastructure and therefore was not locked into legacy network and technologies. Through its independence, Strencom offered RPS an expert and impartial view of the market. It had the freedom to source infrastructure from the most suitable asset based carriers and provide RPS with a cost effective and business led network solution.

Strencom provided RPS with a Private ADSL network, which removes all low priority, non-mission critical internet traffic from the core MPLS line. This traffic does not cross the internet directly. Instead, Strencom will provide internet access to all RPS sites countrywide, through its network operations centre (NOC) in Cork.

The Strencom Private ADSL solution negates the need for RPS to invest in large capital expenditure, as the only WAN equipment required is a router on each site. There is no requirement to put a firewall on each RPS location, as a firewall is based in Strencom's NOC. The ADSL network is proactively monitored and managed by Strencom and includes a comprehensive web content filtering service, which allows or dis-allows access to websites, based on their category. This ensures maximum data security for RPS.

Connie Wiseman, RPS Group IT Manager/Ireland, said "RPS continues to look to extend a corporate VoIP and video conferencing plan to all locations.

To ensure that delay sensitive applications such as video conferencing avoid latency and to ensure that business critical applications and transactions take priority over web browsing, we made the decision to remove the low priority traffic from the primary MPLS lines.”

The final element of the solution is Strencom’s MPLS line, which will act as back-up to RPS’s existing global IP provider’s line. In the event that the primary MPLS fails, Strencom’s will automatically kick in. This minimises the impact of a breach to the core line.

Outcome

Strencom’s back-up MPLS line has provided RPS with network resilience that could potentially save them tens of thousands of Euro in the event of a breach to the network. If the primary MPLS line was corrupted and RPS had no back-up line, the opportunity costs associated with this breach would be far reaching. Connie Wiseman, RPS Group IT Manager/Ireland said, “If 1200 employees have no access to timesheets and emails, then this could effectively bring our business to a standstill. Sales opportunities would be lost, deadlines would be missed and customer emails would go unanswered. Strencom’s MPLS back-up gives us another layer of protection ensuring such an event never happens.”

In addition, Strencom has delivered a solution to RPS which has facilitated the company’s implementation of next generation technologies. Specifically, RPS has proceeded with plans to introduce IP enabled technologies throughout its locations countrywide. Using Strencom’s private ADSL network to remove all internet traffic from the primary MPLS line has significantly reduced congestion and taken the pressure off the bandwidth.

In the past, RPS’s plans to introduce new technologies have been restricted by bottlenecks on the network and excessive demands on the available bandwidth. As VoIP and video-conferencing are extremely bandwidth intensive applications, it was not feasible to implement them into the current network. RPS could either choose the extremely expensive option of expanding the bandwidth or select a second IP provider to remove the low priority traffic from the MPLS line. RPS chose Strencom to provide a private ADSL network and act as a back-up to the primary carrier.

Connie Wiseman, RPS Group IT Manager/Ireland said, “This decision has freed up considerable bandwidth on the MPLS and has provided faster internet speeds to all employees nationwide.”

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About RPS Group in Ireland

RPS is an international consultancy providing advice upon the development of natural resources, land and property, the management of the environment and the health and safety of people.

RPS trades in the UK, Ireland, the Netherlands, Poland, North America, Australia and South East Asia and undertakes projects in many other parts of the world.