



IP-BVN & Hosted Cisco CallManager Case Study

Node4 & Ennstone plc

“Node4 are always looking for ways to innovate and improve, and as technological advances become available we are sure that Node4 will provide us with up to date services.”

Steven Kemp
IT Manager Ennstone Thistle

Background

Ennstone plc is a regional aggregates and building materials business involved in the production and sale of a range of products. Ennstone operates in the UK, USA and Poland providing value and service to its customers.

In the UK, the operating companies are Ennstone Johnston, Ennstone Building Products and Ennstone Thistle. These companies often work together on certain projects, but function as separate businesses.

The Challenge

The company were becoming increasingly frustrated with their existing Wide Area Network and the inflexibility of their current service provider and so were looking for a company that could provide them with a flexible solution that connected the number of Ennstone sites across the country.

“We chose Node4 as they provided the best range of service offerings, flexibility of service and short install times at a competitive price.” Steven Kemp, IT Manager Ennstone Thistle.

The Solution

Node4 installed an IP-BVN and Hosted Cisco CallManager solution across Ennstone’s sites in two phases.

Node4 began with installing a QoS enabled network using leased lines with both uncontended and contended broadband depending on each of the site’s individual requirements. These links provides the 38 sites with access to voice and data transfer between sites and the internet from the core of the network based in Node4’s Data Centre.

A centralised firewall in the network core prevents the need for multiple firewalls, saving costs on support and making it easier to enforce security policies throughout the whole company.

The second phase involved rolling out a voice solution over the new network. A Cisco CallManager is hosted in the core of the Ennstone network in the Node4 Data Centre. All extensions on all sites originate from the single core CallManager, which allows new sites and extensions to be easily added whenever needed.

The 3 separate companies within Ennstone have their own logins to the CallManager allowing them to access their individual call statistics and other features.

Voice traffic is delivered using the IP network and the centralised PSTN breakout. This provides Ennstone with cheaper call rates, free calls between sites and cost savings as expensive ISDN lines are not needed.



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Benefits

- **Hosted Cisco CallManager:** fully managed by the Node4 onsite technical team, with bespoke features and individuality.
- **QoS Enabled Network** providing top-class connections between all sites and the Internet to support business critical services.
- **24/7 Monitoring Facilities:** to ensure that should any problems with the network occur they are dealt with immediately.
- **Increased Productivity:** allowing employees to work together over multiple sites and remote locations securely, with no restrictions on the amount of sites that can be supported.

“The guys at Node4 know their stuff and listen to our suggestions on how the network should be structured rather than the prescriptive approach that is taken by some of its competitors.”

Steven Kemp
IT Manager Ennstone Thistle

The Future

Sites and extensions are frequently added to the solution as Ennstone plc grows; 50 sites are now part of the network and voice solution.

“We are continually growing our business and the network with it and are therefore adding additional services. Our next step will probably be hosting some of our servers in the Node4 Data Centre. Steven Kemp, IT Manager Ennstone Thistle.

About Node4

Founded in 2003, Node4 a Cisco Premier Certified Partner, has developed a wide range of compelling IP Telephony solutions aimed at the SME market. Running its own state-of-the-art data centre and national MPLS network, Node4 offers a unique Quality of Service enabled broadband solution (IP-BVN) that guarantees the highest possible call quality when used for VoIP, backed up by an impressive SLA.

Since launch, Node4 has secured many high profile contracts with well known organisations. Node4 is privately owned and is committed to building on its initial success, continuing to develop innovative products for the Cisco channel.

Node4 was the first ISP worldwide to develop a multi-tenanted environment based on Cisco CallManager providing SME's cost effective access to Cisco IP telephony services.

If you would like Node4 to help empower your business and present cost savings with improved customer relations then do not hesitate in contacting a consultant today on:

0845 123 2222



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