



g3 telecommunications

Case Study Barristers Chambers



Barristers
Chambers move
forward with a
complete IP
Telephony solution
from G3

Case Study

Leveraging your success through our expertise

This leading barristers chambers provide planning, environmental, property and public law. The firm comprises of 60 members and 16 QC's; the company has a reputation for their user friendly and intelligent approach.

With two offices merging into a new location, the time was right to implement a new converged system and take advantage of Voice over IP technology. The new system demanded reliability and must be easy to administer .

The Chambers employ some of the best brains to the bar, and needs to ensure its IT infrastructure is of an equal unrivalled quality.

G3 was invited to tender for a bespoke solution that would achieve maximum reliability within budget and could be implemented within a tight timeframe to avoid any penalties on the existing leases.

G3 installed an Avaya S8300 Media Server / G700 Media Gateway solution at the new offices. Designed for an environment using predominantly IP handsets, this solution is feature rich and scalable providing a future proofed investment. Voicemail is provided by the inbuilt, software only, Intuity Audix eliminating the need for an additional server.

An Extreme Alpine 3808 was selected as the core switch to ensure high reliability and wire-speed connectivity. Each of the six floors has two Extreme Summit 300 Power over Ethernet (PoE) switches. The PoE ports allow for an elegant and simple way to power IP cameras, wireless access points and IP handsets. An APC UPS was implemented to offer protection from power spikes and support the IT equipment for 2 hours in the event of a power shortage.

The Chambers' office relocation was a great success; it was delivered within the set timeframe and to budget. Users are now enjoying the easy to use Avaya 4600 range of IP handsets. The large display screen with LCD labels is intuitive to use and allows for headsets to connect directly without an amplifier.

With the IP handsets office moves are very simple, and the inbuilt dual 10/100 ports in the IP phones allow for a simple connection to PC's or laptops as the Extreme switch provides wire speed connectivity whilst prioritising voice traffic.

In the fast paced, pressured environment of the bar, time is a premium, by eliminating any potential downtime and with the simple and intuitive functionality of the system, staff productivity is increased.

IT staff used to be faced with managing and administrating two separate telephone and data networks; with G3's innovative implementation, there is now just one network to manage for both voice and data. Moves/adds/changes are simplified as voice traffic just plugs into any IP port.

Conference calls are now easy to set up; using Avaya's built in 6-party meet-me conferencing feature invited parties are emailed a telephone and PIN number for the selected date of the conference call, all parties can simply enter the call when required without having to rely on the call to be built by one of the members of staff.

IP conference phones were deployed in all of the meeting rooms; these allow for a high quality duplex conference call to be made, and by utilising Avaya's unique Extension to Cellular (EC500) feature, calls can be bridged between the conference phones and mobiles to allow calls to be taken in private if required.

The powered Ethernet ports means less cables, less mess and more flexibility. All devices supported on the PoE LAN can be backed up by the UPS system in the event of a power outage.

When choosing the successful vendor, the ICT consultancy completed due diligence on G3 Telecommunications. The technology recommended was scrutinised and demonstrated at Avaya and Extreme's UK offices. G3's technical team came up with the best solution from day one, and were able to justify that the solution gave the required reliability and expansion for any future growth.

When given the green light G3's project team worked with the appointed fit-out company to ensure timelines were met and the implementation was executed according to plan.

Case Study



g3 telecommunications

“As a consultant, my reputation is on the line with every project I look after. In recommending G3 as the converged vendor, Landmark achieved an expertly designed system which is bullet proof and future proof. I would be very happy to bring G3 to the table in the future, as I see them as a professional and thorough outfit.”

Consultant for the Chambers

With restricted access to the new building, the hardware was pre-staged, built and tested at G3's offices and implemented in a tight timeframe. Once in place G3 closely monitored the system during the bring into service (BIS) phase to ensure any potential issues would be identified and resolved on the spot. G3 provide a 24/7 4 hour response maintenance cover to ensure any problems are resolved immediately.

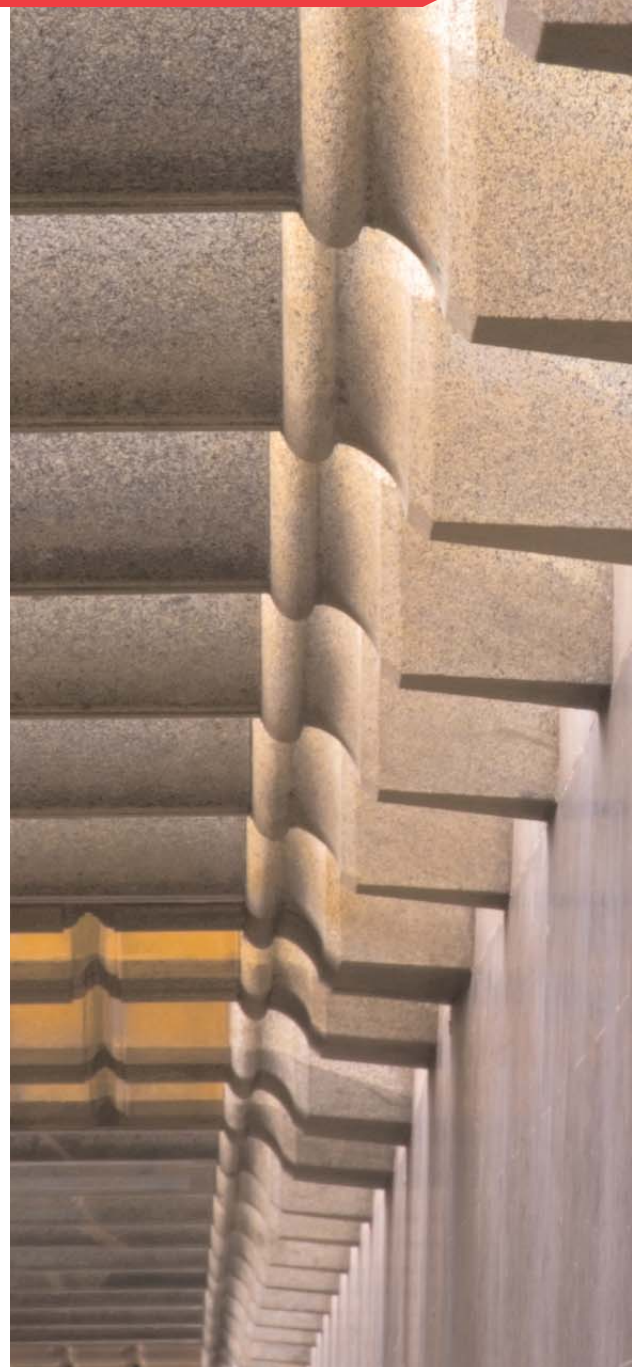
The Chambers have been enjoying the benefits of its reliable ICT implementation. With careful planning the users were able to take the features they loved from the old TDM systems, and benefit from the simplified and time saving technologies with the new Avaya system.

Users like the mobile-phone like missed calls list on the IP handsets, and IT staff prefer the LCD screen labels which eliminate the messy paper-based labels which are time consuming and often outdated.

The Extreme powered (POE) LAN allows IP handsets, IP cameras and wireless base stations to be powered centrally saving hassle, mess, and ensuring all devices can be supported by the UPS system if required.

The Solution

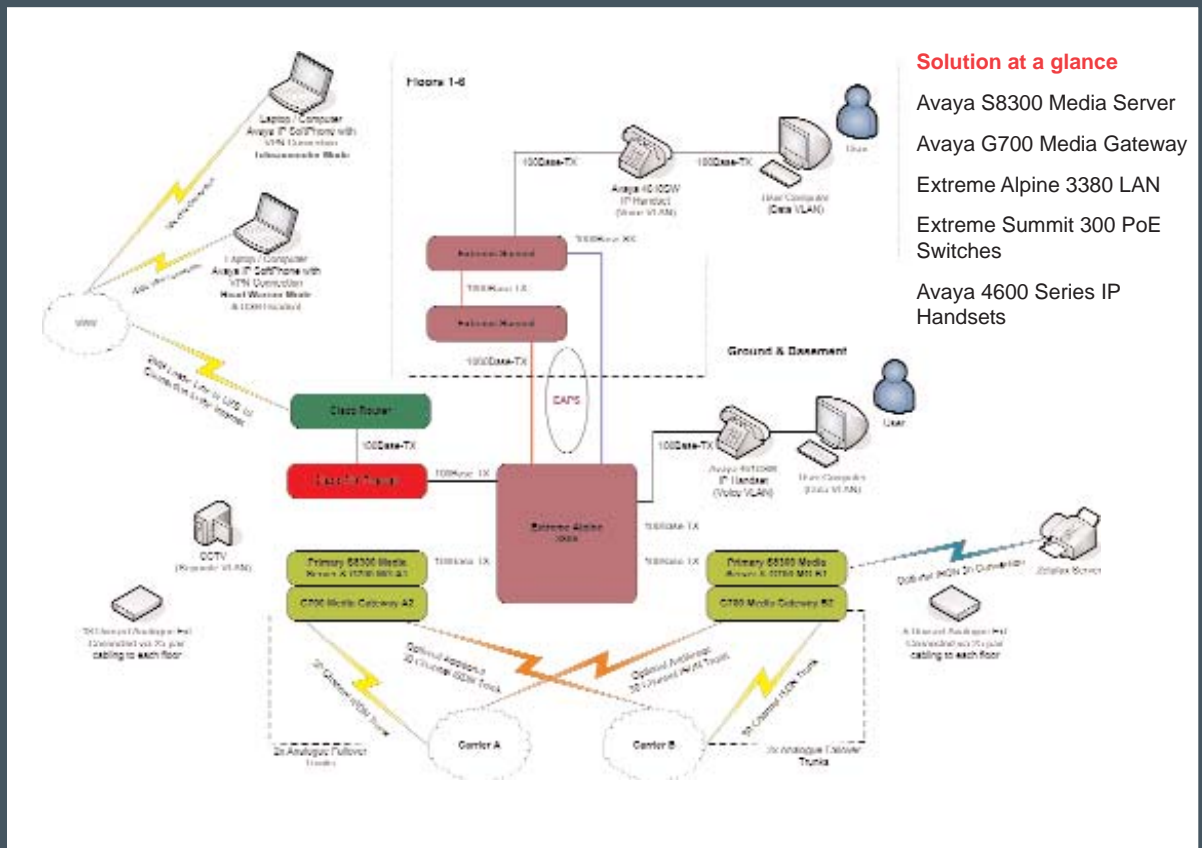
G3 installed an Avaya S8300 Media Server at the new office to provide powerful and feature rich call processing and offer increased flexibility to cope with future growth for the company. An Extreme local area network (LAN) was implemented to support the Avaya S8300 Server. IP handsets utilise power from the Extreme LAN switches, with PC's connecting to the dual 10/100 ports in the back of the Avaya IP handsets, simplifying moves/adds/changes. All staff use the intuitive Avaya 4600SW range of IP handsets, these give a very straightforward but powerful set of features to the user for managing their calls, G3 ensured a high quality of service was maintained over the network for voice calls. An APC UPS solution was implemented with N+1 redundancy. Embedded Audix Intuity messaging saved the need for an additional server based voicemail system. G3 ensured that the total new solution was encrypted to the highest security standards.



Leveraging your success through our expertise

“G3 is unique in its proposition; G3 offers a truly converged portfolio of voice and data solutions for the enterprise customer. Their sales and technical staff have a broad range of knowledge of both product and the solutions most suitable for their customers. I found their honest approach refreshing”

Consultant for the Chambers



About G3

G3 designs, delivers and maintains converged voice and data networks. G3 uses best of breed technology solutions to develop customers businesses. A leader in the market, G3 delivers reliable and proven IP communication solutions that will enable companies to lower risk, reduce costs and grow revenue.

Focused on both large and small enterprises, G3 really understands the business needs of the customer. As one of the only companies to fully understand and deliver truly converged solutions, G3 has reference sites with many global household names, some of which have been customers of G3 for 16 years!