ARTHUR COX

Network reliability means peace of mind for Arthur Cox

A managed internet service from eir Business NI is supporting commercial law firm Arthur Cox's internet communications. By partnering with eir Business NI, this leading law firm enjoys a consistent, high-performing internet connection with the added reassurance that local eir engineers are monitoring the network in real time.

Arthur Cox is one of Ireland's largest commercial law firms with offices in Dublin and Belfast. The firm has an international client base ranging from multinational organisations, financial institutions and established global leaders to government agencies and new players in emerging industry sectors. Key to its success is effective communications with its clients and, with so much communication being conducted via email, a dependable internet connection is critical. A recent move to new offices in Belfast's city centre prompted an update of its internet

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access service. Working with its IT partner Zenith Networks, Arthur Cox put its internet access service out to tender, and after a competitive process it selected eir Business NI. A vital factor in eir Business NI's successful proposal was its local expert team in Belfast, according to Mark McGugan, Finance and Operations Manager at Arthur Cox. "What stood out for us with eir Business NI was the local support. We have direct access to their technical expertise when we need them, which is a real benefit to us."

Timelines for the project were tight but according to Martin Lyons, director at Zenith Networks, eir Business NI rose to the challenge. "The implementation was completed very efficiently. There was a tight deadline but eir Business NI worked within the deadline. Arthur Cox left its old premises on a Friday and the internet was up and running in the new offices on Monday morning," explains Martin.

Due to the extensive network reach across NI, eir Business NI was able to equip the law firm's new premises with a cost effective fully uncontended 100Mbps symmetrical fibre connection and a 10Mbs uncontended symmetrical copper service providing the backup service. Automatic failover on the primary circuit was an essential element of the project, as downtime simply isn't an option for Arthur Cox. A fully-managed service monitored 24/7 by eir Business NI engineers in Belfast also provides that peace of mind that the network is being monitored at all times and any issues are handled in real time. "We don't see the monitoring at work, but it's a huge benefit to us. We're confident that eir Business NI engineers can deal with any issues before we even know there is an issue, which means we can focus on our core business," says Mark. "We feel very comfortable that we have a good team behind us in eir Business NI who understand how important the internet is to our business."

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What eir Business NI did for Arthur Cox

• Migrated Arthur Cox to redundant internet access service providing automatic failover to the internet from HQ location should the primary circuit or router fail

• Provided a 100Mbps primary fibre connection and 10Mbps copper failover connection

• Fully managed service for Arthur Cox, pro-active monitoring of the service 24/7 from eir Business NI network operations centre in Belfast

• Management of network termination equipment and routers on-site

• A fully ITIL based managed service with 24 × 7 maintenance contract for network-impacting hardware, backed up by Service Level Agreements covering network performance and availability

Benefits for Arthur Cox at a glance

• Fully redundant, high performance internet connection (connected directly to the eir hosted Internet Exchange) supports Arthur Cox's internet communications

• 24/7 proactive network monitoring ensures business continuity

• Ready access to local support offers added reassurance

• Hardware maintenance contract delivers savings on internet equipment repairs or replacements

To find out more about how eir Peerless Internet can help your business

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👤 **speak to your Account Manager**

✉ email **enquiries@eir.co.uk**

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eir Business NI Case Study