

Top estate agency right at home with eir Peerless Networks

A managed WAN and internet solution from eir Business NI keeps Simon Brien ahead of the pack by ensuring uninterrupted communications, reassuring business continuity and optimising collaboration.

Formerly the residential arm of BTW Shiells, the agency was rebranded Simon Brien Residential in July 2014 and is now firmly established as a market leader with a particular focus on the private resale market, land and new homes. When the agency recognised the need for a more modern network to provide the platform for their mission-critical communications going forward, they turned to eir Business NI.

Working closely with Simon Brien, eir designed an agile, cost-effective solution that would deliver a robust and reliable platform for their site-to-site and internet communications. The design of the network was one that could scale up to meet their future needs. Fully managed from eir's Network Operations Centre in Belfast, with proactive monitoring of the availability and performance of the links and hardware, also means that Simon Brien can enjoy the freedom to grow and provide an impeccable, speedy and, crucially, confidential service to their clients.

With three office locations at Lisburn Road, Ballyhackamore and Holywood, high-speed information exchange lay at the heart of their plans for growth. Working closely with Simon Brien's IT partner, Zenith Networks, eir Business NI connected all three offices to an MPLS wide-area-network with a robust high-speed internet connection that is symmetrical, giving the same high speeds both ways. By providing Simon Brien with a

fibre-based connection, the business enjoys an 'uncontended' service. This means bandwidth is not shared with other users, so the business is not impacted by peaks in internet traffic.

And as a result of eir Business NI's professional approach, the migration to the new network took place without any interruptions in business. "eir Business NI were able to ensure new systems were introduced without any interruption in day-to-day operations for Simon Brien's three offices. These sites are now always in sync thanks to seamless internal and external communications."

"We rely on always-on communications for the running of our business. As well as being a cost-effective move for the company, it is also a winner with our staff who can now rely on a stress-free network to share and access the information they need when they need it. This is critical to us so they can concentrate on providing premium customer service."

Karen Wilson, Associate Partner at Simon Brien.

The network is monitored from eir Business NI's Network Operations Centre (NOC) at their headquarters in Belfast's Forsyth House. This locally-based customer support centre houses

dedicated staff who can act on any issues before they impact the customer. Engineers at eir Business NI proactively monitor, not just the availability, but the performance of the network – the circuits and the hardware – to ensure it is always running at its best. Should any risks be identified, action is taken to avoid any interruption to service. All this is backed by SLAs and guarantees on response and fix times to give Simon Brien full peace-of-mind.

"We invited Simon Brien along on a visit to eir's Forsyth House headquarters to see the NoC at first-hand. They saw for themselves what a fully managed service looks like and were quickly reassured as to the advantages of working with a highly motivated, dedicated local company such as eir Business NI."

Martin Lyons, |Managing Director, Zenith Networks

Simon Brien Residential were impressed by the fact that support is administered locally within Northern Ireland. "It is reassuring to know our business is backed up by the largest pool of skilled and experienced engineers in Northern Ireland," added Karen. "For us, our close proximity to eir has set the seal for a deeper and, ultimately, a more successful partnership".



Benefits for Simon Brien at a glance

- Fully redundant, high-performance internet connection (connected directly to the eir hosted Internet Exchange) supports Simon Brien's internet communications
- 24/7 proactive network monitoring in real time ensures business continuity
- Ready access to locally-based support offers added reassurance
- Hardware maintenance contract delivers savings on internet equipment repairs or replacements.

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



call 0800 039 2000



speak to your Account Manager



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