



CASE STUDY

SPICERHAART

ESTATE AGENCY

A STATE OF THE ART IP BASED
UNIFIED TELECOMMUNICATION
ESTATE

SPICERHAART

THE CLIENT

Spicerhaart is one of the leading estate agency groups in the UK. It's independent residential sales and lettings network is the biggest in the UK and made up of six established estate agencies in England - haart, Chewton Rose, Felicity J Lord, Haybrook, Darlows and Butters John Bee.

Spicerhaart also provide conveyancing and legal services and offer financial services through their Just Mortgages* division.

*Just Mortgages is a trading name of Just Mortgages Direct Ltd, an appointed representative of Openwork Limited, which is authorised and regulated by the Financial Conduct Authority.

THE CHALLENGE

To design, install and maintain a single IP based unified communications infrastructure across 200 sites to support 2,500 employees. To plan and transition a migration from ISDN30 line technology to SIP based line protocols at the Head Office site and port PSTN or ISDN2 lines at branch office sites to the centralised SIP services. To retain and upgrade the pre-existing contact centre management suite (an IPFX instance) to ensure that no down time affects central services.

THE SOLUTION

FLR Telecoms designed a central resilient

Cisco Unified Call Manager solution with the IPFX overlay product supported by Cisco CUBE technology for SIP connectivity. The migration project was implemented over four months commencing at the core and then transitioning each office on a fixed plan.

New Cisco data switching technology was installed at the core and at each branch office, which is supported and maintained by FLR Telecoms, and connected to the existing MPLS network.

THE OUTCOME

A state of the art IP based unified telecommunication estate offering reduced operating costs through centralised SIP based line services. Improved availability through a much reduced line plant implementation across the Spicerhaart estate.

TESTIMONIAL

“The project, led by Paul Dean the Operations Director, was executed with skill and precision with minimal impact to operations during the porting process. The project was complex and full of third-party dependencies; Paul, together with his engineering team, worked tirelessly to ensure that the solution was delivered on time and on budget.

SPICERHAART

We are extremely grateful to everyone at
FLR Telecoms.”

Steve Lamb,
Chief Information Officer
Spicerhaart