

Millfield Partnership Ltd: Case Study

## **Millfield Partnership Ltd Cuts its Phone bill costs by over £300,000 with Tiscali Business Services' Solution**

### Customer Profile

Millfield Partnership Ltd, the principle operating company of the Millfield Group, is one of the largest independent, financial advisory firms in the UK. Established in March 1998 and offering services to both the personal and corporate markets, Millfield Partnership has quickly expanded - growing from six offices to 35 in just two years. To support its continuing expansion plans while controlling its costs, Millfield decided to implement a virtual private network (VPN) to enable voice over IP (VoIP) technology and a more reliable infrastructure.

### The Challenge

Millfield Partnership has historically used leased lines over ISDN to keep its employees connected to its networks. However, this proved a prohibitively expensive option over only six office locations, and Millfield's expansion was leading to more offices being opened all the time.

In addition to the issue of cost, delays in connecting new offices to the company's network created further problems. Arranging for connections to be set-up at new locations was complex and time consuming, taking weeks before a connection was made live. This was impeding the company's ambitious expansion plans. The legacy system could not provide the capacity Millfield required and the inherited costs associated with further connectivity threatened its ability to grow quickly and efficiently in line with its business successes.

### The Solution

The decision was made to move to a VPN that used multi-protocol label switching (MPLS), which could enable VoIP technology. In Q1 2003, Millfield implemented an IP-VPN solution from Tiscali Business Services. Tiscali was, at the time, the only company that could provide Millfield with the total solution that the company required. The Tiscali solution delivered the security and reliability Millfield was looking for in a service provider, as well as offering a stable and resilient infrastructure. Tiscali also offered the VoIP technology that Millfield wanted to deploy.

With Tiscali, Millfield has a network that can support its future expansion by enabling new offices and users to be added and removed quickly and easily. The VPN solution also allows a choice of access types to the network and delivers a future-proof and pan-European infrastructure. Being able to provide MPLS was key because of the additional layers of security it provides, which enables more cost effective management of the VoIP.

Millfield was also further reassured by Tiscali's ability to offer end to end, guaranteed service level agreements, made possible via Tiscali's wholly owned IP infrastructure.

### The benefits

The benefits of working with Tiscali were almost immediately recognised. The implementation went very smoothly, an impressive fact considering the size of the network. The VPN is currently delivering reliable, 24x7 accessibility, and costs have been significantly reduced.

Internal or 'office to office' calls now cost next to nothing, and external call costs have been slashed as they are routed across the VPN to the nearest office - meaning the company is charged only at a local, rather than national, rate.

"The project has been extremely successful," says Laurence Nesbitt, IT director at Millfield Partnership. "At a conservative estimate we will save in the region of £300,000 on our annual phone bills, which is fantastic - and we also now have a network in place that enables us to expand as fast as we can and on which we can completely rely."

Both data and voice are now going across Millfield's VPN infrastructure, but most employees have not even realised they are now using VoIP thanks to the MPLS technology.

"The only thing our employees have really noticed are the benefits and the ease with which they can access our network, anytime and pretty much from anywhere," Nesbitt continues. "Our employees are given an 'extension number' which enables them to access the network for voice or data so they can work from any site they choose. Offices can also communicate with each other more efficiently because each of their phone numbers is just another pre-programmed extension number on the system."

The speed with which another office or user is added to the system is also making things more efficient as the company looks to grow from around 500 IFAs and professional advisers to approximately 700. "Tiscali's service makes it easier for us to manage and control our IT costs without having to forfeit our expansion plans," Nesbitt comments. "Opening a new office site and getting them online is much more straightforward."

Millfield has also taken advantage of least cost routing and carrier select services offered by Tiscali that help keep call costs down. Just another way Tiscali has been able to help Millfield better manage and control its costs.

So impressed is the company with Tiscali's VPN that it is considering the solution as a possible new revenue stream by offering some of its network capacity to its own customers and partners.

Nesbitts concludes, "It's so easy with Tiscali to increase our capacity and they are always available to assist us with whatever issues we throw at them. We are confident enough in the service Tiscali provides us with to consider offering it to our own customers - after all, who wouldn't want to consider such significant costs savings?"

"Tiscali has helped us realise our ambitions and I'm confident it will continue to do so as we grow. It's good to know that however much we expand and whatever direction we take the business in the future, Tiscali will be there to support us all the way".

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