GROSVENOR HOUSE

MYERSON'S MULTI-SITE MOVE

Previously operating from three separate sites, Myerson now enjoy the benefits of having all operations under one roof in their brand new office location in Cheshire.

FACT FILE: Myerson are an independent law firm based in Altrincham, Cheshire, founded by Neil Myerson in 1982. Neil wanted to provide a city-centre standard commercial law practice in a more pleasant, relaxed and amenable environment. They are now a Legal 500 'Top Tier' rated Commercial Law Firm, and represent businesses and individuals not only in Manchester and Cheshire but throughout the UK and EU, across a wealth of varied sectors.
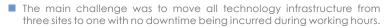
A FUTURE-PROOF MOVE

Myerson's reception area in their new contemporary office space

The decision to relocate and amalgamate three offices into one was strategically led to ensure the right foundations were in place to facilitate their growth plans for the next 10 years.

Increasing demand for their services has resulted in an annual 12% compound rate of growth over the past 5 years, and the need for larger premises. The new 20,000 sq ft office has not only allowed them to consolidate their operations allowing for greater efficiency and communication, but has given them the space to grow their 90 strong team to an army of over 150, in line with demand over the next decade at least.

The new office is spacious and contemporary with a state of the art multi media meeting space to host events and seminars. It really is a move for the future.

THE CHALLENGE

- The main challenge was to move all technology infrastructure from three sites to one with no downtime being incurred during working hours.

- In addition, Myerson had an aging kit which needed to be refreshed – their server, operating system and desktop were over five years old, and were not performing at optimum level.

- Firewalls, switching and wireless were also dated, which resulted in often reduced network speeds and impaired wireless coverage, which in turn impacted on productivity and efficiency.

- Security is paramount, and coupled with their need for high availability data, they required a more advanced and secure backup strategy putting in place to ensure full operation in the case of a disaster.

- Relocating a business can be stressful and often moving ICT can be the most stressful part of it, which is why it was important for Myerson to find a partner they could trust.

WHY SERIUN?

"We had an existing relationship with Seriun, as they have provided our IT support for the last 3 years, so they had already proved themselves to be a reliable and professional company with great service levels and after-care."

SERIUN'S THOROUGH PLANNING ALLOWED US TO MOVE OUR FULL OPERATIONS SEAMLESSLY TO OUR NEW OFFICE, WITHOUT INCURRING ANY DOWNTIME.

Gordon Harper | IT Manager, Myerson

WE'VE BEEN MOVING BUSINESSES ICT FOR OVER A DECADE AND PRIDE OURSELVES ON DELIVERING A HIGH QUALITY SERVICE - MAKING SURE WE TAKE CARE OF EVERY ASPECT ALLOWING THE TRANSITION TO BE SEAMLESS AND HASSLE FREE FOR OUR CUSTOMER.

Richard Lee | Technical Director, Seriun

seriun

THE APPROACH

We successfully moved Myerson's technology and communications during their relocation without any downtime being suffered.

The process began with detailed planning – outlining the project with milestones. The next stage was for us to liaise with all third parties involved, i.e. suppliers of security, telecoms, and printers, plus the building contractors – we made sure they were all informed of the details and notified of the key dates in the move so they were prepared in advance, allowing operations to switch smoothly to the new office.

We upgraded their server hardware and software, ready for the physical move. Once all technology was in place, we conducted a thorough test to ensure everything was running at optimum performance from day one.

> **WE WORKED CLOSELY WITH MYERSON AND THEIR THIRD-PARTY SUPPLIERS TO ENSURE THE MOVE WENT SMOOTHLY. CAREFULLY PLANNING EVERY DETAIL ENABLED US TO DELIVER A SCALABLE AND RESILIENT NETWORK WITH A SEAMLESS SWITCHOVER.**
>
> Derren Stephenson **|** Operations Manager, Seriun

Seriun engineers Tom & James installing Myerson's new server into the rack.

THE DETAIL

■ The complete technology refresh that we performed, involved us installing new up to date servers, switches and wireless – resulting in wider coverage and overall better performance.

■ Security systems have been advanced and Meraki firewalls and Wifi were installed, which have led to a number of benefits: improved management visibility; increased speed of data across the network; boosted IT efficiency; reduced operational costs through ease of deployment; scalable from small branches to large networks; and day-to-day management facilitated through an intuitive browser-based Meraki dashboard.

■ We moved their telephony into the cloud and put traffic shaping in place to prioritise voice. Myerson can now enjoy the benefits of SIP such as increased flexibility, scalability and cost reduction - thanks to SIP trunks requiring less physical infrastructure, which reduces the system maintenance costs.

■ New desktops and operating systems were rolled out and the latest software was deployed in order to standardise machines, allowing more consistent system communication.

■ We set up on-site and off-site server replicas and provided a backup of all VMs to the data centre. There is also an automated failover in place, which is essential in the event of a disaster, to ensure operations can failover to our own data centre.

One of Myerson's offices kitted out with the new desktop technology

THE RESULTS

Myerson's full operations and ICT have been successfully moved to their new site without any downtime being incurred. Thanks to a technology refresh with updated systems and infrastructure now in place they are enjoying the benefits of increased speed and more consistent communication - resulting in improved productivity and efficiency.

In addition, we have upgraded Myerson's security and implemented a more advanced disaster recovery plan so they can rest assured in the event of a disaster they will have highly available data, instant recovery from any issue, increased business agility and continuity.

> **WE FELT LIKE WE WERE IN COMPLETELY SAFE HANDS AS SERIUN MANAGED THE WHOLE PROCESS FROM START TO FINISH, SO WE DIDN'T HAVE TO WORRY ABOUT A THING.**
>
> Gordon Harper **|** IT Manager, Myerson

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