



Virtual Office Solution

DATANET.CO.UK Case Study - Consult Ltd

Company Background

Founded in 1989, Consult Ltd is a specialist Human Resource recruitment consultancy based in a 200 year-old listed building in rural Hampshire. Its clients include high profile blue chip companies such as Pepsi Co, Royal Bank of Scotland and London Transport.

In addition to the 13 who work out of its headquarters, the company employs additional consultants throughout the country, some of which are based in its other satellite offices in Beaconsfield and Knutsford.

Customer Issue

Like many companies, Consult used to be with a big name ISP although ran in to an all too familiar problem. "We used to be with PIPEX but didn't feel that we got a good level of service from them, we decided that it was better to go with a smaller provider who could better understand our needs as a company," explained Consult's IT Director Alan Shields.

Recruitment agencies are bound by the Employment Agencies Act to make a declaration to all candidates that they will be prudent with the candidate's information. "Ensuring that the data is held securely is absolutely essential in our business as we are dealing with confidential and personal information," said Shields.

Due to the often-sensitive nature of the business, contact with clients and candidates occur increasingly in a variety of locations such as hotel lobbies and private meeting rooms in places such as the famous IoD (Institute of Directors) in London. In locations such as these, consultants access the office's network through wireless access points.

The Solution

All of Consult's offices are connected via a wide area network with the remote working consultants having broadband access at home allowing them to connect to the office via a secure virtual private network (VPN). "We are very much a virtual workforce," explains Shields. "As such, we are not tied to only employing people depending on where they live or worrying about relocation."

"In fact, we have quite a sophisticated network infrastructure for a company of our size," explains Shields. "Consultants can log into email and access a comprehensive database which is updated in real time."

"Datanet installed 2Mb ADSL broadband in Consult's offices and 512kb broadband at our consultants' home offices. To ensure a secure connection we have firewalls on both the entry to the office network and on the consultant's laptops themselves."

Datanet's broadband service is a fully firewall secure multi-user service for the business user, who requires high-speed broadband connectivity offering industry-leading speeds of connection to suit the individual needs of its customers.

"Consult's business processes is built firmly upon the need for its consultants to gain access to its servers wherever their location," said Datanet MD Conleth McCallan. "Datanet has enabled this through the implementation and management of fast and secure broadband connections throughout its offices."

"When we call Datanet, they instantly know who we are and are responsive to our needs," added Shields. "The technical support personnel are second to none and show a great understanding of the importance of the infrastructure to our bottom line."