



Communicate Better<sup>®</sup>

# Case Study:

**Supplier:** Communicate Better

**Client:** Pannone Network Installation & Support

## Background:

Pannone is one of the UK's leading regional law firms. As a full service firm it caters for the needs of both private and public sector clients as well as private individuals. The business is structured around five key divisions: Corporate Services; Dispute Resolution and Regulatory; Family, Personal and Financial; Injury and Negligence and Pannone Affinity Solutions. The team is made up of more than 100 partners, around 300 lawyers and a total staff of over 610 people. From its head office in Manchester and via satellite offices in Cheshire and London, Pannone serves clients throughout the UK and internationally.

## PANNONE Solicitors

## Task:

The business relies heavily on its network infrastructure to support its employees and the business as a whole. When the network maintenance contract was up for renewal the business took the opportunity to evaluate new suppliers and to refresh the network design. To maintain their industry leading position, Pannone needed their employees and network users to be assured of high performance and a secure network at all times. Pannone were looking for a network solution provider to be flexible and responsive and to be able to support the business now and in the future.

## Strategy:

The network solution implemented by Communicate Better is based on Cisco's Smart Business Architecture, which is a Cisco recommended design guide for midsize and enterprise networks. The methodology offers a blueprint for designing and deploying a full service, comprehensive network to support the needs of a business with 100 to 10,000 connected users.

## Results:

The network infrastructure solution implemented by Communicate Better is ensuring that the ongoing network operations at Pannone are robust and secure. The two companies will continue to work together to ensure the professional integrity of the law practice.



“We were highly impressed with Communicate Better's technical expertise and their proven rapid response times. They were a natural choice for us when the contact for maintenance came up for renewal. In addition, they delivered a flexible network infrastructure that is ready for next generation services.”

David Griffiths  
IT Director

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