



## Hart Brown Case Study

### Introduction

UK solicitors Hart Brown, offer a full range of legal services to businesses and individuals. With 15 partners and over 110 staff across six offices, Hart Brown is based in Guildford with five smaller branch offices throughout Surrey and South London.



**Website**  
[www.hartbrown.co.uk](http://www.hartbrown.co.uk)

### Business Challenge

In 2012, JT was engaged to provide Hart Brown with a centralised Avaya Communication Manager telephony solution, linking up its six offices and connecting their teams across locations.

Since then, Hart Brown recognised a need among its clients and visiting associates for secure and reliable guest internet services, a global trend for businesses to provide for their customers as an add on service. In 2014 Hart Brown approached JT to explore the options available to them. They required a robust, multi-site system which would deliver Wi-Fi internet connectivity for visitors to its offices and at the same time have the capacity to carry some degree of corporate internet traffic.

### JT Solutions

JT's Managed Wi-Fi solution, powered by Cisco Meraki, was already proving successful for a number of other JT customers. The solution offered Hart Brown a reliable answer to its need, being able to provide guest Wi-Fi services, with all the security and access expected within a professional services environment.

JT spent time consulting with Hart Brown to ascertain the scope of the wireless requirement, swiftly reaching the conclusion that Meraki was the technology of choice. It is simple to deploy, provides the required levels of security and traffic separation between corporate and guest networks and is provided as a managed service which means that Hart Brown can focus on their core business activities whilst JT look after their communication needs.

## Customer Endorsement

Peter Burtwell, Head of IT at Hart Brown, explained the service experience he received from JT:

“The decision to choose JT’s Managed Wi-Fi was an easy one, after they installed our phone system and data switches, we knew we would be in good hands. JT made the installation process painless and straightforward, just as we expected from them. We are now in the process of rolling the solution out to our other five offices and we’re delighted to be able to provide this service for all our clients.

“The great thing about working with JT is that when you want to talk, you can actually do that. No website tools standing in for real people, no email insistence or call centre staff taking you through a process that you don’t need. You can just pick up a phone and call someone, it’s a nice feeling in this day and age. I would absolutely recommend JT to other businesses looking for managed communications services of any kind.”

About the new Wi-Fi system he said: “You always know when a new bit of kit is truly successful, following the early comments about how much easier it has made life, all the comments stop. That subsequent silence is the sound of success, because people only keep talking about things when they don’t work the way they should.”

## Contact details

For more information on JT’s Managed Wi-Fi solutions, call the Business Solutions Team:

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