



Case Study:

Savills

A new secure wireless network delivers high mobility throughout Savills' flagship London HQ.

Savills plc is a global real estate services provider listed on the London Stock Exchange. The company has an international network of more than 600 offices and associates, offering a broad range of specialist advisory, management and transactional services to clients all over the world.

Following the merger of two of its offices in London's West End, the company has opened a new flagship headquarters at 33 Margaret Street, just north of Oxford Circus. It needed a technology infrastructure worthy of the prestigious new site.



Snapshot

- Real estate
- 800 + users with multiple devices
- Wireless network deployment
- Flagship HQ over six floors
- Aerohive network (now Extreme Networks) with HiveManager software
- RF surveying and planning
- Private PSK for individual user accreditation
- Managed Support
- Creating a truly agile workplace

What did Savills want to achieve?

33 Margaret Street is the embodiment of the Savills brand and client experience, and every last detail matters. Savills wanted their new wireless infrastructure to provide a reliable, secure service over six floors, and visible elements of the deployment needed to look good.

“Our clients expect a world-class experience no matter where or how they deal with us,” says Senior Network Engineer Patrick Morrill, “but most of all they expect it when they visit our head office. Our wireless network must provide our team with a fast and dependable connection, so they can deliver the kind of service experience our clients demand.”

The teams at 33 Margaret Street use iPads to scroll through property portfolios with clients. They also need to be able to answer questions and provide additional information on the spot. In these scenarios, the wireless network is an essential sales and service support infrastructure.

“When we talk about mobile working, there’s an assumption that it means coffee shop hot spots, working at home, or logging on from a client site,” says Patrick Morrill. “In fact, the office is now a highly mobile environment”.

“Most people are using laptops and tablets. We have quiet rooms where people can go to focus on a particular task, as well as meeting rooms and other public spaces. People don’t want to be tied to their desks anymore and our wireless must be able to support that freedom of movement.”

How did we help them to succeed?

Savills selected Aerohive controller-less wireless for its wireless infrastructure, with HiveManager software. The deployment was planned, designed and installed by Cloud Business and is backed by our Managed Support.

“Cloud Business were really proactive in planning and designing the deployment,” says Patrick Morrill. “They spent time in the building conducting RF surveys and other tests, building a clear picture of the wireless landscape. By the time the network was installed, most of the problems were already designed out.”

One of the primary benefits of the Aerohive solution is the availability of private pre-share keys (PPSKs), which provide each individual user with their own PPSK, rather than a single key for multiple users.

This allows the network management team to authorise and revoke user credentials on an individual basis, making access more flexible, while reducing the risk of unauthorised connections.

“Most users have company phones and tablets and quite a few bring their own devices as well,” says Patrick Morrill. “Aerohive’s architecture and the private PSK makes it very easy to manage the multiple devices and operating systems connecting to the network.”

“With HiveManager, we get a clear picture of usage patterns and can see immediately if any particular user or team is consuming disproportionate amounts of bandwidth, which helps to maintain service. Users can also roam freely between floors with no interruption of service; the hand-off between access points is seamless.”

Were Savills happy with the outcome?

For Savills, with a move to flagship headquarters that embodies the company's world-class brand, the Aerohive network delivers performance worthy of the business vision. International clients do not have to wait while a consultant's iPad looks for a new connection, or a content-rich file loads slowly via a sluggish signal; the Margaret Street network ensures an outstanding customer experience at all times.

"With Aerohive, we're a more mobile business in the office as well as on the move," adds Patrick Morrill. "It's always difficult to measure the real impact that network performance has on productivity, but there's no doubt that all that latency and failed connection adds up. We're really feeling the benefit of a reliable and straightforward wireless infrastructure."

Like so many projects, the success of the Savills wireless deployment was due in large part to the preparation. Patrick Morrill believes that the time taken on-site by Cloud Business specialists was the key to the smooth roll-out.

"You always hear if there's a problem, and I haven't heard a peep since we rolled out the Aerohive infrastructure," he says. "The planning and surveying Cloud Business completed at the beginning made the rest of the deployment very straightforward. Now we've got wireless that works everywhere, making our flagship headquarters a truly agile workspace."

Patrick Morrill, Senior Network Engineer, Savills plc

A final word about Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

Over 20 years of experience in the delivery of IT Support and project services to recognised UK and global brands on a 24 x 7 x 365 basis.

Highly accredited to SDI4* (one of only two companies globally), ISO 27001 and ITIL standards.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your users and IT team with modern workplace solutions, please contact us at hello@cloudbusiness.com, or talk to us on 0845 680 8538.

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