

## THE CHALLENGE

Construct a network for data and voice communications to meet stringent security needs and provide capacity to expand.

## THE SOLUTION

Cisco solution suite – Routing, Switching, Unified Communications, Wireless and Security.

## THE BENEFITS

- + Cost savings on telephony (ROI achieved within 12 months)
- + Capacity to provide videoconferencing and wireless
- + Simplified, central management

## Counsel's Chambers Connects with Unified Communications

Counsel's Chambers Limited (CCL) owns and manages three buildings in Sydney's CBD and four separate floors in another building, and provides office accommodation and services to the New South Wales Bar Association. Barristers in New South Wales operate as sole practitioners; they join a floor of the building to gain access to collective services such as phones, IT and administrative staff.

Before 2005, each floor individually installed its own networking and internet services. CCL had installed a Mitel telephone system, but it did not meet members' technical requirements or business needs.

"The capabilities such as call flows simply weren't adequate," said Debbie George, General Manager at Counsel's Chambers. "Also, we required about 1,000 handsets to provide telephony to all the floors and the system couldn't scale to the size we needed. We had to use an external provider to make simple day-to-day changes to the system, which was too expensive."

"Our members also have complex security requirements due to the highly confidential nature of their work."

In 2005, CCL appointed Allcom Networks Pty Ltd (Allcom) to construct a core network and IP telephony system across all four buildings.



## MAKING VOICES HEARD

CCL and Allcom agreed that it made sense to have the same vendor across all layers of its network. This would help to improve the reliability of the networking and phone systems, maintain security and deliver cost savings.

Allcom constructed the network using Cisco Catalyst 4500 Series core switches, with Cisco CallManager (now Cisco Unified Communications Manager) and a range of IP handsets. Cisco ASA 5500 Series Adaptive Security Appliances provided internet-facing firewalls and allowed virtual private network (VPN) access from outside the building.

Each floor is configured with multiple virtual local area networks (VLANs) to maintain comprehensive security whilst still enabling barristers to share resources such as printers.

Most floors have switched their phone systems over to the Cisco Unified Communications system.



## KEEPING A HANDLE ON COSTS

Allcom worked with Cisco to ensure CCL's ROI was achieved.

"Price was initially an issue, but we worked with Cisco to structure a solution that CCL was happy with," says Mike Smith, Allcom's Director, Government and Key Accounts.

Switching to Cisco Unified Communications enabled CCL to manage the phone system internally, reducing the need for external providers. The large number of users also enabled CCL to negotiate cost-effective deals with telephony providers, saving members between 40 and 60 per cent on their phone bills.

## ALL EYES ON iPADS

The capacity and reliability of the core network have allowed CCL to broaden the range of services it offers to barristers. In 2009, it began offering videoconferencing capabilities and added wireless networking in 2010.

"Law firms, courts and correctional facilities are increasingly using videoconferencing, although the bar has been slow to adapt to this change," said George. "We see demand for it growing in the future."

Barristers have been much quicker to adopt wireless networking services to use their smartphone and tablet devices.

"Each floor buys its own Cisco wireless access points and we centrally manage the network using a Cisco 5500 Series Wireless Controller," said Michael Wright, ICT Manager at CCL. "It's zero-touch configuration."

CCL is also investigating the use of Cisco IronPort appliances to provide reputation, spam and virus filtering for email.

*"Allcom has dedicated, technically proficient engineers who've been with us from the start, so they know us really well and are quite responsive."*

## RAISING THE BAR

CCL and Allcom have maintained a productive and mutually beneficial relationship for more than seven years.

"Allcom has dedicated, technically proficient engineers who've been with us from the start, so they know us really well and are quite responsive," said Wright. "Cisco provides all the features we need at reasonable prices. They have the features before the other vendors do, and are very reliable."

George added: "Allcom has dealt with our Board on a number of occasions and if there's a problem, they sort it out."

## About Allcom

Allcom Networks Pty Ltd was formed in 1996 with the mission to be industry recognised as Australia's premier Total Systems Integrator.

Today's IT environments are converging to the extent that it can be difficult to maintain the traditional model of having separate providers for the various IT components. Allcom offers solutions that can bring everything back to a cost-effective IP-based platform - simplifying management and assisting clients to avoid the finger-pointing experiences that can occur with multiple providers.

Allcom's solutions are backed with highly trained engineers who have both industry recognised training and certifications coupled with extensive practical experience.

Having been a NSW Government approved contractor since 1998, Allcom provides solutions to NSW Government departments and agencies via a range of State Government Panel Contracts (ITS2020, ITS2360 and ITS2846) and local governments via the Local Government Procurement Contract.

Whether your requirements are for Converged Communications, Networking, Virtualisation, Collaboration or Security, Allcom has the capability, knowledge and experience to deliver the solution.

## Allcom Networks Pty Ltd

Level 7, 99 York Street

Sydney NSW 2000

PO Box Q1673

Queen Victoria Building NSW 1230

**Tel:** +61 2 9921 1355

**Fax:** +61 2 9921 1366

**Email:** [info@allcomnetworks.com.au](mailto:info@allcomnetworks.com.au)

**Web:** [www.allcomnetworks.com.au](http://www.allcomnetworks.com.au)



© Copyright 2012 Allcom Networks Pty Ltd. All rights reserved. The Allcom logo is a registered trademark of Allcom Networks Pty Ltd. Third party products and brand names may be trademarks or registered trademarks of their respective owners.