



▼ THOMSON REUTERS

INSIGHT HELPS THOMSON REUTERS IMPROVE BUSINESS COMMUNICATIONS

Thomson Reuters, a division of the Thomson Corporation, is a leading provider of integrated information-based solutions. Customers include researchers, physicians, pharmacists and information professionals in the academic, corporate, government and pharmaceutical markets.

The company's solutions assist drug companies in discovering new drugs and getting them to market faster. They also assist researchers in finding relevant papers and with knowing what is newly published in their subject helping businesses in optimising their intellectual property and finding competitive intelligence.

Thomson Reuters employs scientists, scholars, engineers, consultants and information professionals to provide customers with authoritative, accurate and timely information that they need. The company continues to create research platforms and services of the future that power its customers toward business and personal success.

The Challenge

Thomson Reuters were moving offices and needed a VLAN network infrastructure and telephone system installed. 640 staff were to be moved into a refurbished building, the network had to be installed six weeks before and the telephone system over a weekend.

"Cost was a deciding factor, I needed to be confident that the company we chose could deliver to a tight deadline and ensure there was a minimum disruption to the business," explained Jason Nichols, Thomson Reuters IT Infrastructure Manager.

"The unified communications system we needed had to support VOIP to future-proof the company as well as support business critical applications. We specified an IP contact centre to be installed for our agents to answer calls. All staff across the business had to be trained on the telephone system.

The infrastructure that was to be put in place had to be able to carry voice, video and data traffic. The whole building required cables to be installed and we needed help with moving our servers. A high level of post-installation service support was also necessary."

AT A GLANCE

Client Profile

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Challenge

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Solution

Insight partnered with Thomson Reuters to deliver voice and data across a secure network that would reach all staff. A high-quality service is now in place to support business-critical applications, both today and in the future.



THOMSON REUTERS

Insight®

(Continued)

The Solution

Eight companies were invited to tender for a Cisco network, using high-end core and edge switches together with Unified Call Manager.

"With regards to the Insight tender, I had been impressed with their presentation and chose them based on their pricing, technical expertise and understanding of our requirements and strategy.

The equipment was configured at Insight and tested there. I was impressed with Insight's facilities and able to sign it off on-site, helping to cut down time. The delivery & installation went smoothly with Insight working closely with the building contractors.

600 Cisco handsets now used throughout the new building are configured with hands-free, short code dialling features and headsets for users. Our executives use colour LCD touch screen handsets. We also had installed the Cisco IP Contact Centre software for our staff.

Going forward we have a strong partnership in place, I would not hesitate to use Insight in the future. Even after the installation, they are still in touch to ensure there are no issues."

The Benefits

Prior to going live, Insight trained all the users on the new telephone system, this helped to ensure there was minimum disruption to the business.

"Insight's communication and project management was excellent throughout, I found the company very helpful and easy to do business with. At the last moment we asked for video conferencing and they reacted quickly and efficiently to meet our needs.

We saved considerably on the cabling as voice and data use only one port, saving half on the cable installation costs. This was a very successful deployment with minimum disruption to the business."

The contact centre is now IP based, this has allowed Thomson Reuters to produce historical and real time reporting, to help provide a better service to their customers.

"Resilience has been built into the network by ensuring there are redundant paths between floors, minimising downtime. If one goes down it automatically switches to the other path, resulting in no disruption to the business. We now have a greater throughput of traffic.

Our staff can use video conferencing through IP instead of the more costly ISDN route, we are already experiencing savings in this area."

By utilising extension mobility, office moves and changes are far easier to implement. If staff need to work from a different location they can now just log in and log out of a handset to utilise their individual settings.

"As an organisation we are future-proofing ourselves. The network infrastructure designed and delivered by Insight provides a greater flexibility to use Cisco Unified Communications now and in the future as the company and technology develop.

The post-implementation support from Insight has been excellent. We are now in a far stronger position going forward."

The Outcome

- » Unified communications
- » Resilient solution
- » Scalability of the solution
- » Lower operational costs
- » Reduced cabling costs
- » Future proofing the organisation
- » Agility & flexibility throughout the project

"This was a very successful deployment for us"

Jason Nichols
Thomson Reuters
IT infrastructure manager

Who is Insight?

Insight is a technology solutions provider serving global and local clients in 170 countries on all continents. Today, thousands of clients, including more than 80 percent of the Global Fortune 500, rely on Insight to acquire, implement and manage technology solutions to empower their business.

Insight provides software and licensing services globally. In addition, we offer a comprehensive portfolio which also includes hardware and value added services for our clients in North America and the U.K.

We are aggressively expanding our global capabilities by introducing new offerings, including hardware and services, to meet emerging needs for our clients worldwide.

Insight is ranked No. 477 on *Fortune Magazine's* 2008 'Fortune 500' list.

