



CASE STUDY

Halliwell Jones

Full IT Support



Unified Communications



Cloud



Security & Compliance



Network & Infrastructure



REQUIREMENT: NETWORK CONNECTIVITY, BUSINESS CONTINUITY AND SECURITY



HALLIWELL JONES

BMW franchise Halliwell Jones required an enhanced level of network connectivity and security to meet its existing and future needs.

THE CLIENT

Operating the BMW and MINI franchise in the North West of England and North Wales, Halliwell Jones is a family-owned business that offers an extensive choice of BMW-approved used cars and services across multiple dealerships. The company celebrated its 30th birthday in 2017, and its growth is testament to its delivery of outstanding levels of customer service and exceptional performance throughout the business, which was reaffirmed in 2013 when the Group's Warrington Prestige dealership was awarded the highly-contested "BMW Dealership of the Year" accreditation after exceeding targets in nine operational areas. Strong customer care values and working as a team to achieve exceptional standards is evident in all areas of the Halliwell Jones franchise and, thanks to a strong emphasis on staff training and considerable facility development, Halliwell Jones now has over 500 dedicated staff.

Rapid ongoing developments in the industry had resulted in requirements for increased bandwidth, increased resilience and greater security for business-critical applications that were used daily. These would also assist Halliwell Jones with the integration into the BMW Group's core servicing systems, which allow the franchise to access software and other necessary updates for the servicing department. Halliwell Jones therefore enlisted long-term partner - Converged ICT Services Provider GCI - to not only upgrade and refresh the existing WAN, but to provide managed internet services to suit current and future requirements.

SECTOR: Retail



TECHNICAL SOLUTION

In order to increase resilience, WAN performance and meet demand, GCI increased Halliwell Jones' bandwidth to 100mb fibre connectivity with a standard ADSL backup. The increased bandwidth improved connectivity by providing faster connection speeds, as well as supporting the increasing demand from users across the whole of the BMW Halliwell Jones franchise. The standard ADSL backup also provided the company with automatic failover, Business Continuity and Disaster Recovery, meaning that business-critical services can remain active at all times - even in the unlikely event of any downtime.

Halliwell Jones also communicate using GCI's state-of-the-art Cisco routers and switches. The internet is served by a FortiGate Firewall from Fortinet, which offers unmatched multi-threat performance and operates as an all-in-one security gateway, combining firewall, VPN, intrusion, prevention and antivirus capabilities.

SUCCESS AND COMPANY BENEFITS

Halliwell Jones now has a scalable network that meets the daily requirements of the growing business with greater scope to expand. It is estimated that by GCI enhancing the WAN, the company has seen savings of over £10,000.

Richard Bird, Group Operations Manager at Halliwell Jones, said: *"Having worked with GCI for almost a decade, we know we have a partner who understands the challenges facing the rapidly-developing automotive industry, and they are able to provide us with a scalable solution not only for today, but for future requirements. GCI were cost-efficient in producing a solution that had an appropriate level of service for our business needs without compromising on quality and delivery."*

For more information regarding our services, please contact us at:

☎ 01332 483 933 | ✉ enquiries@gcicom.net | 🌐 www.gcicom.net

