

### Background

Deacon Search is an independent boutique search and selection consultancy specialising in senior legal appointments. Correct Group have supported Deacon Search since 2003 and have watched them grow, accelerating their growth in recent times and culminating in expansion into new premises.

### Purpose

Technologically supporting that growth has meant upgrading their systems to facilitate working remotely, new candidate databases and electronic newsletters and marketing.

The office move in late 2010 allowed us to take the time to re-examine their technical infrastructure and position them for growth as well free them from the shackles of working in serviced offices. The most notable upgrade - a VoIP phone system that saves them considerable money in call costs and provides ever greater functionality.

### Approach

Correct Group project managed the move from a technical perspective, and covered many areas including:

**Office Connectivity and Phones:** The area that Deacon Search were moving too, despite being extremely prestigious, is renowned for poor bandwidth availability. Having liaised with ISPs and tested bandwidth, Correct Group recommended using traditional ISDN to connect to a fully featured office phone system. Call costs were cut by implementing Carrier Pre Select (far better than serviced office rates and standard BT rates). Remote users were still able to work on the same phone system using VOIP connectivity.

**Space Planning:** Correct Group advised space planners on the best layout and cabling requirements. We installed the office rack and switches and tested port connectivity in advance of the move date.

**Email delivery:** Email continuity was ensured by re-routing mail to a backup "MX record" and clients will have been unaware of any down time. Often misunderstood, it is important to set up the host records correctly for email delivery and SMTP. If this was not done carefully, and in advance, Deacon Search's clients might have blocked Deacon Search's email as SPAM, potentially costing them thousands of pounds in lost business.

**Hands on Move Assistance:** Correct Group were on hand to power down and box up the technical equipment and re-set it up over the weekend in the new offices. Then on Monday morning they were onsite to make sure any teething problems were quickly dealt with.



**Dan Wilkins** (who runs Deacon Search with MD Paul Deacon) was extremely pleased with the results.

He said:

"Correct Group have always looked after us well but the office move was an anxious time for us. They planned the move technically so well in advance, tested everything and just took care of it.

I also felt that despite all the Hype over Voice Over IP telephony they didn't push solutions that wouldn't work for us. They quickly realised that the bandwidth wouldn't deliver us the voice quality we'd need and simply recommended a cost effective solution that would.

We've used Correct Group for a number of years and wouldn't hesitate to recommend them for IT support or telecoms. They're professional, trustworthy and cost effective."

To find out how we can help you,  
call us today on

0800 093 6579 or email us at  
[support@pc-correct.co.uk](mailto:support@pc-correct.co.uk)