



The Foundry is a an Edwardian industrial building originally built in 1902, which underwent a £5million project to totally rebuild and transform it into a leading centre for Social Change organisations in the UK.

The building boasts 2,900m² of office space with communal facilities, a conference hall and six meeting rooms, exhibition space and a cafe. The building has been designed to be accessible and energy efficient and all spaces can be used in a variety of configurations, and now houses over 25 different charities and social enterprises.

Synergy won a tender process to manage the installation of a communal telephony system and internet access for all tenants as part of their serviced office lease agreement with their landlord. The network and architecture was designed and delivered in conjunction with our long standing partners Ethical IT, who specialise in IT solutions for the Social Change Sector.

Testimonial

“Synergy worked with multiple providers and contractors as part of one of our biggest projects, to deliver the telephony, data and audio visual systems for the Foundry, and we are happy to report that the building is now fully open and operational.”

The Foundry, Operations Director

Technology

- AVAYA Server Edition 9.1 Centralised Phone System
- IP Telephony delivered via Cisco back end core network
- Exponential-e 1000mb bearer Fibre Leased Line
- Layer 2 VLAN to BT IPVS SIP Trunks with 600 DDIs and Failover
- Multi-Tenant managed Billing Platform
- Red Care and Fixed Line Lift & Alarm PSTNs
- Multimedia Audio Visual systems in all 6 meeting rooms

Solution

Synergy were responsible for the design, supply and delivery of every aspect of the voice, data and audio visual (AV) systems at The Foundry. As the building was effectively “new”, the delivery was highly complex and involved coordinating multiple contractors, the client themselves and the lead building firm delivering the engineering works to rebuild the centre.

Synergy delivered a new communal internet service which all tenants are able to use, based on a 1,000Mb Fibre Leased Line, giving 99.97% up time guarantee, backed by Service Level Agreement. We were able to overcome considerable challenges juggling multiple stakeholders in provisioning a circuit into an entirely new building, on time and under the original budget.

Alongside this service, Synergy designed and implemented a VOIP Phone System based on the AVAYA IP Office platform, enabling all tenants to benefit from the flexibility of VOIP and the cost savings on calls, especially international calls which are critical to their charity work.

Finally, a full audio visual solution was installed into all meeting rooms and the conference hall, to give the building a professional AV Suite suitable for all occasions. This included a 4metre wide HD conference projector solution, multi-source sound and music system, wireless microphones and LCD screens, all integrated into the building’s shell during the construction phase.

With our partners Ethical IT, we deliver support for the buildings’ day to day needs, and we have also welcomed on board several tenants who have taken up additional leased line internet services with Synergy for their own private connections.

Implementation

- 1GB Fibre Optic Leased Line delivered from scratch
- VOIP Telephony delivers calls to over 300 Avaya 1608 IP Handsets
- Advanced VLAN network implementation to securely deliver data to multiple tenants
- Virtualisation technology used to reduce physical equipment on site
- Managed Billing solution allows landlords to simply invoice tenants based on usage
- Full helpdesk support via Ethical IT Service Desk, plus a dedicated Synergy manager

Benefits

- Fully managed solution – from design to implementation to billing
- Latest technology connectivity provides extremely high resilience
- Cost of calls to tenants greatly reduced compared to traditional telephony
- Communal approach to voice and data reduces power and carbon consumption
- Building management are able to drive income from offering communal services to all tenants
- Conference facilities are first class and generate income for the building
- Future scalability built in; the building can expand and contract as needed based on a simple per user cost