

## Client Company Synopsis

Horwath Clark Whitehill LLP is a UK-based accountancy firm providing assurance and business advisory services to companies, not for profit organisations, professional practices and private clients. The firm has eight offices in the UK, with over 70 partners and 600 staff.

## Project Brief

Horwath Clark Whitehill is heavily reliant on network and internet connectivity with up to 80% of client communication and services provided using at least one form of electronic connectivity. This includes general emails, tax returns, filing of accounts etc. In 2009 Horwath Clark Whitehill decided that the current supplier was not providing the level of service, comparative 'up' time or general market awareness of new products that was expected with expenditure at this level.

Horwath Clark Whitehill needed a supplier who would successfully meet the demands of its business and provide a working model that also included an automatic back-up solution. An added concern was the potential buy-out of their existing provider and the impact it might have on the service. Ian Norman, the firm's National IT Director was also looking for a vendor that wouldn't lock Horwath Clark Whitehill into a long-term, highly restrictive contract.

## Why Fluidata?

Horwath Clark Whitehill contacted several suppliers and soon determined that Fluidata had the most appropriate combination of technical expertise and a clearly defined approach to customer services for the needs of the firm. In addition, Fluidata was able to demonstrate a flexible suite of products and services and wasn't afraid to present new ideas. In a market awash with large players, many companies feel that working with smaller, flexible, profitable suppliers is a better value proposition and Horwath Clark Whitehill's experience with Fluidata bears that out.

## The Solution

For each of Horwath Clark Whitehill's two largest offices, in London and Reading, Fluidata installed a 100 Mb/s fibre line. Fluidata then deployed its PureFluid product (which bonds multiple ADSL2+ and SDSL lines from multiple networks) to all of Horwath Clark Whitehill's remaining regional offices, thus enhancing the speed of data transfer between all offices.

The entire system was then connected to Fluidata's Private Wide Area Network (PWAN) technology. This meant the network was centralised within Fluidata's data centre which delivered a Layer 2 network including a fully customisable internet pipe. This strategy eliminates the need for Horwath Clark Whitehill to maintain its own internet firewall in favour of a single secure gateway managed by Fluidata.

## Business Outcomes

With Fluidata now managing Horwath Clark Whitehill's internet service via their data centre, and with higher bandwidth installed at all offices, access speeds have increased considerably.

Security, speed, system efficiencies plus a high-quality approach to consultation have made Horwath Clark Whitehill's move to Fluidata technology a highly successful one. "Fluidata has a very modern and forward-thinking approach to customer service," Ian Norman says. "Every individual we've met at every level has been trained to a high level. Other organisations offer a similar set of products as Fluidata, but no one I've come across has done it with such relaxed professionalism. For us it was a breath of fresh air."

You can view Horwath Clark Whitehill's website on: [www.horwathcw.com](http://www.horwathcw.com)

Further details on Fluidata's products and services can found online at [www.fluidata.co.uk](http://www.fluidata.co.uk) or by calling one of our Account Managers on 0845 868 7848.