

## How Radiant gave Rositch Hemphill the structural support they were looking for



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### THE BACKGROUND

Architectural design and planning calls to mind the image of architects standing with blueprints under their arms. But now the profession has gone digital. Hand-drawn blueprints have been replaced by 3-D computer-assisted drawings (CAD). Paper has been replaced by 12MB files. But like paper blueprints, those huge digital files need to be circulated for review, approval, and implementation. Only now they are sent electronically.

Over the past 20 years, Vancouver architects Rositch Hemphill have seen their profession transform. They've also had to stay in front of these massive technological changes. Consistently ranked among the top firms in a city that's widely recognized for innovative development, they've been a real contributor to the new development models created in Vancouver. They've been involved in the master-planning of new communities, and the redesign of existing ones. Over the years, Rositch Hemphill has demonstrated a real area of expertise in multi-family and residential development, including mixed-use projects. From resorts to seniors' homes, and townhomes to high-rise condominium towers, this multi-award-winning firm has built their reputation designing projects where people enjoy living and playing.

### DRAWING UP PLANS FOR THE FUTURE

With 20 employees and numerous projects in various stages of development at any given time, there are a lot of clients, developers, contractors, and city planning departments to be kept up to date. These days, that requires good connectivity more than good couriers.

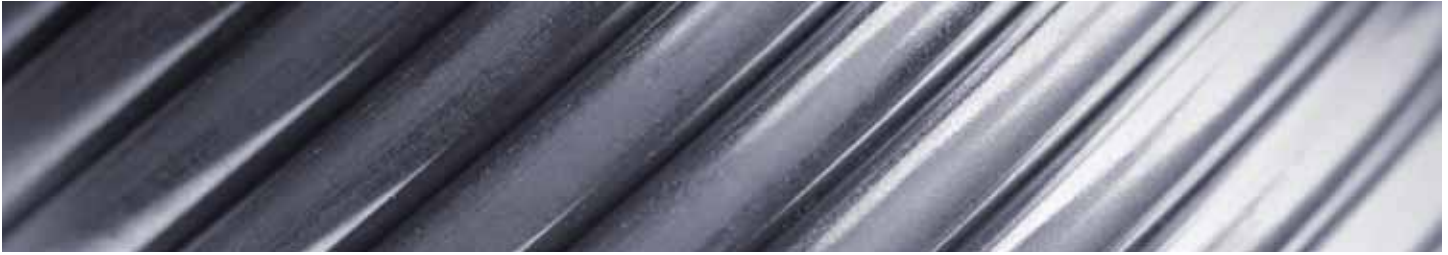
Rositch Hemphill has worked with Radiant since 2003, when they made the move from dial-up modem to ADSL. As Keith Hemphill, one of the firm's partners

*"We wanted to see if there was a better alternative than a big telco. Radiant was recommended to us."*

explains, "We wanted to see if there was a better alternative than a big telco. Radiant was recommended to us. We started with their ADSL and converted to a T1 line with them a few years later." They kept their ADSL line as a backup.

Rositch Hemphill is committed to staying on the technological forefront in terms of IT. They believe it makes them more efficient internally, and enables them to do a better job for their clients. They invest both capital and energy in remaining on top of technological trends in architecture and development. Hemphill and his partners became concerned about potential bottlenecks when





emailing big files. “We’d send 150 page pdf files to a printer. That can take hours, and we didn’t want to lose that time. We wanted to move ahead of the game. Our approach is to get the best available service, and then forget about it for years.”

### THE BEST PLACE TO BE IS AHEAD OF THE CURVE

Hemphill talked to Radiant, who recommended their new SureLink™ Business Ethernet. Its symmetrical upload and download speeds made it ideal for a company that had to upload a lot of big files. And because of the multiple wires used in the connection, it’s extraordinarily reliable. Rositch Hemphill and Radiant agreed that 3X3 Mbps speed would meet all their needs.

The firm also felt it was time to take advantage of other technological advances offered by Radiant. Radiant recommended moving to a managed firewall and hosted Exchange. They showed them how the costs would be more than covered by reducing

staff time devoted to managing and updating these services.

*“We switched over at 5:00 pm on a Friday afternoon, and by 5:10 pm everything was up and running.”*

The firm took these steps forward. As Hemphill explains,

“Radiant now does our security settings, and they monitor it.

The advantage of a managed firewall is that we are always up to speed. We know we’re state-of-the-art, but all we have to worry about is one annual fee.”

Radiant’s SureLink connection costs Rositch Hemphill less than their existing T1 line. What’s more, because SureLink is designed to be extraordinarily reliable, they were able to cancel the ADSL line that they had been maintaining as emergency backup. This further reduced their IT costs.

Cost savings, greater efficiencies, and greater reliability. Rositch Hemphill is experiencing all the advantages of Radiant’s leading-edge technology.

#### About Radiant:

Radiant is Canada’s leading independent business Internet provider. Established in 1995, Radiant delivers Business Internet, Cloud Computing and Hosted Exchange solutions to over 4,000 businesses across Canada. More than 10,000 stores in Canada’s largest retail chains depend on Radiant’s Business Internet and MPLS Private Networks. Mid-size companies across all industries profit from the unparalleled speed, reliability, and value of our Cloud Computing, Hosted Exchange, and SureLink Business Ethernet solutions.

To learn more about how Radiant can help your business become Totally Connected, please visit our website:

**[www.radiant.net](http://www.radiant.net)**