

UP

CASE STUDY

Legal



CASE STUDY



The Customer

Setfords solicitors are one of the UK's fastest growing legal practices and have built an innovative business model that has disrupted the staid and steady world of solicitors.

The Challenge

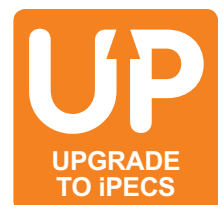
- Constraints placed on the number of remote workers they could support
- Limited visibility of staff presence and status
- The need to deliver an improved customer journey
- New users being set up incurred significant cost, resource and inconvenience
- A secure and reliable communications solution was key

The Solution

- iPECS UCP 600 solution, driving productive and efficient working regardless of location or device
- iPECS IP attendant software for receptionist to use call routing, call statistics & view staff presence
- 260 Direct Dial Ins (DDI) so every staff member can be contacted quickly
- iPECS UCS application enables a desktop to act as a telephone keypad
- 55 local IP phones
- 175 remote workers using IP phones

The Benefits

- iPECS 600 ensures significant room for staff growth, delivering a futureproof solution
- iPECS IP handsets deployed for all users whether in the office or working remotely providing a simple and intuitive feature set and easy remote connection without the need for VPN
- The office reception use iPECS IP Attendant desktop software providing full on screen view of call activity, showing staff availability and easily directing customer queries to the correct person
- A missed call can mean a missed sale, the call reporting feature has driven an increase in business



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how we can help your business.**

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