

# 10 years of Unified Messaging at Legal Firm

## The Customer:

Lewis Silkin is a commercial law firm based in London and Oxford. They employ a highly mobile workforce of 260 IT users.

Communication is an important element of Lewis Silkin's daily business processes – both internally and externally. The firm prides itself on delivering expert advice to clients in plain English, in a timely manner. This requires good communication technology and Jan Durant, Director of IT at Lewis Silkin has been on the case for 10 years. Jan has successfully led Lewis Silkin through the communications journey, from GroupWise to Exchange 2007.



## The Challenges:

The firm receives approximately 300,000 emails and 5,000 voice messages a month, often ending up on the wrong extension or 'inbox'. Because users could not access emails and messages when they were out and about, a backlog would build up which had to be dealt with at the beginning or end of the day – a lot of time was spent on 'admin'.

The challenge was to improve and unify communications for fee earners across multiple locations to give real time access to voice, fax and email messages through Outlook.

An independent communication technology - which would interface with their Mitel® PBX, compliment the incumbent Citrix remote working solution and not restrict further expansion - was sought.

*"We also wanted to deploy a Unified Communications solution from a single vendor, which did not need extensive and customised integration" said Jan. "Something that would help minimise admin time for our fee earners so they could focus more on core legal skills."*

## The Solution:

The journey began with the installation by ProcessFlows of AVST's CallXpress to a Mitel SX2000. CallXpress is totally switch independent – working with both legacy and IP telephone systems – giving Lewis Silkin a foundation that could easily be 'built on'.

Now fully IP enabled, fee earners are able to be immediately notified and access voice, fax and e-mail messages via Outlook from any location – via their Blackberry or any other web enabled device.

ProcessFlows has delivered true mixed media messaging and the flexibility to respond to messages in the easiest or most preferred communication mode - reply to a voice mail with an e-mail, reply to e-mail with a voice mail, or reply to a fax via e-mail.

It is simple to forward an email to a colleague, adding a personal voice message if required and if users need to view a copy of any email; it can be routed to any fax machine at the press of a button, including any attachments.

*"ProcessFlows have supported Lewis Silkin over the last 10 years to improve and maintain an exceptional communication infrastructure within the practice. Their team fully understand our requirements and have provided a good service from sales through to installation and support"*

## The Benefits:

Users have been freed-up from the backlog of admin at the beginning and end of each day. They are now able to deal with issues in real time and deliver a better service to clients.

*"Unified Communication is a great asset to the practice" said Jan. She went on to say that users fully support the communications strategy within Lewis Silkin and although they might not fully appreciate all the benefits, those that move on often comment later on how they miss it. "It is like electricity, it is always there" concluded Jan.*