

Law firm achieves seamless remote collaboration

Challenge

A small law firm with 40 lawyers and 60 staff was running into communication barriers with its dated phone system.

Lawyers working from home used their mobile phones for most communications, dialing into third-party voice conferencing services for meetings where they could not easily share document drafts with colleagues or clients.

Though capital investment in new technology had been planned, the in-house IT manager lacked the resources or background to adequately research communication system options and implement hardware-intensive solutions. And it was clear that any old system would not do.

Like any business handling legal documents, the firm had to ensure its phone systems could provide the high level of security required to deal with sensitive data, client confidentiality and so on.

The issue was how to introduce a simple collaboration tool that would cut costs and improve the ability to share documents while meeting the security demands of handling confidential information.

Solution

The law firm moved into the OpenScape Secure Cloud – to take advantage of a complete portfolio of packages to suit every requirement, from enterprise-grade voice through to advanced unified communications (UC).

Hosted in physically and virtually secure TIA 492 compliant data centers, and offering 99.999% availability, OpenScape Secure Cloud has geographic redundancy and enterprise-grade disaster recovery as standard.

The OpenScape Secure Cloud Services network is monitored, managed, and controlled around the clock, and routinely penetration tested to ensure it is completely protected.

It employs a host of security controls such as firewalls and Session Border Controllers to protect against virtual attack, plus voice signaling and payload encryption prevent eavesdropping on live phone calls.

Additional booster packs can be added with ease to create a bespoke solution that maps onto the specific needs of individual organizations.

It was a perfect fit for the law firm, which, after an OpenScape Secure Cloud trial by its frequent home workers, adopted the UC Advanced pack and the Company Presence booster pack.

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Benefits

The UC Advanced pack delivers full audio and web conferencing functionality and enables further collaboration through desktop and document sharing.

The Presence booster pack eliminates communications bottlenecks as lawyers can instantly see who is available to take a call, in a consultation, or in court. Better communications and increased remote collaboration makes the firm more productive.

In addition, its mobile bill has fallen dramatically through one-number routing, while the entire cost of party conferencing is eliminated.

With security assured the firm's lawyers have the confidence (and the functionality) to work remotely while the IT department is freed from the maintenance and upgrade headaches of managing the firm's communications network.

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