

DIGITAL TELEPHONY

PUBLIC LAW SOLICITORS



THE SUMMARY

A Birmingham based solicitors firm conducts much of their communication electronically. An office move prompted them to assess the effectiveness of their current phone system. RTS highlighted areas where the antiquated system did not support the needs of the firm and designed a solution that would greatly improve company communications.

An advanced Digital Telephony system was installed and configured at the new office providing Public Law Solicitors (PLS) with a powerful communications handling and management tool.

PLS are now enjoying benefits they were unaware existed. The RTS Digital Telephony solution has increased communications productivity within the firm.

“RTS conscientiously designed and implemented a digital telephony solution tailored to our specific requirements”

Alastair Wallace, Partner, Public Law Solicitors

THE CLIENT

Public Law Solicitors is a Birmingham based firm founded in 2003 to provide a specialist legal service. PLS understand that not all their clients are able to personally visit the firm so conduct much of their work via email, telephone and fax. It is vital that they have a robust and efficient communications platform.



THE CHALLENGE

PLS were moving offices and therefore needed to arrange a new phone system. Having assessed their old phone system they decided they needed a fresh start for the new office.

Their original system was antiquated, making use of the traditional copper network and lacking the numerous benefits of advanced digital telephony systems.

PLS' daily work is very client intensive, meaning they spend a great deal of time speaking with various clients and are frequently engaged in teleconferencing. The company employs a number of secretaries to handle the daily communications. The secretaries need to be able to quickly and easily make, receive and transfer calls. The original system either did not support the features required or hindered effective working.

"RTS reassured us straight away by taking ownership of our telephony system."

Alastair Wallace, Partner, Public Law Solicitors

THE SOLUTION

To provide them with the functionality that they needed RTS installed a Digital Telephony (VoIP) system featuring an industry-leading digital Private Branch Exchange (PBX) based on open standards such as the SIP protocol, as well as award-winning employee management and communications software.

RTS installed and configured the following:

- Managed the installation of external connectivity (ISDN lines)
- Converged the network (using Virtual LANs or VLANS to separate data and voice traffic)
- Configured all handsets ready for use
- Installed and configured the telephony server

This has led to a number of benefits that PLS regularly enjoy:

- A flexible system that has increased productivity – secretaries now use headsets and are easily able to transfer calls, solicitors can enable 'do not disturb' mode if they are busy with casework
- Voicemail messages are emailed directly to employees' inboxes
- High call quality enabled by completely digital system
- Customised announcements are now in place for different times of the working week and public holidays
- Lower call costs, especially international, as the calls use the data network
- Mobility – employees can use their phone system anywhere in the world with an internet connection, using either the handset or software on their computers

In addition to these main features, the powerful communications management software affords each employee a number of other benefits, including:

- Instant messaging
- Drag and drop call management
- Outlook integration – call from email client and the software imports contacts
- Extension visibility allows users to see others' statuses
- Call parking
- Visual voicemail
- Desktop alerts
- Call Transfer to Voicemail / Hold

“RTS has diligently supported our system for the last year, making adjustments on an on-going basis to ensure it works exactly the way we want it to”

Alastair Wallace, Partner, Public Law Solicitors

FIND OUT MORE To find out more about our work for this client **contact us now on 0121 285 7222 or email us at hello@responsetech.co.uk**