



Case Study

Wiseman Lee LLP

Solicitors

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Julian Blake

Practice Manager, Wiseman Lee



legal

Business Need

Replace a legacy NTL Centrex platform with an IP Centrex telephone system that encompassed all of the features expected from a modern IP PBX that could continually evolve with changing business needs

Solution

Implement a multi-site centralised VoIP phone system and wide area network, providing ‘Telephony as a Service’

Who is Wiseman Lee?

Wiseman Lee LLP has grown to become one of East London’s largest firms with offices in the Boroughs of Redbridge, Newham and Waltham Forest and has a reputation for providing an efficient, friendly and comprehensive service, aiming to serve the needs of both individuals and corporate organisations in almost every area of the law.

Solution requirements

Julian Blake, practice manager at Wiseman Lee, had an objective to roll-out a new system with all the features of a modern IP PBX. He wanted to have an integrated solution that enabled hot desking, home working and user driven Moves, Adds and Changes (MACs) as well as call recording, voicemail, listen-in, centralised switchboard, auto attendant and integration with MS Outlook.

The chosen solution needed to have a minimal capital outlay, minimal administration overhead and importantly, needed to evolve with their changing business needs.

Having researched the market and reviewed the cost of various traditional telephony alternatives, the feature and functionality gains from an IP based Centrex solution seemed to provide the most obvious answer.

Julian Blake commented: “I had been looking at various new VoIP offerings available for some time and I hadn’t found anything that was as cost effective or with the same level of functionality that I required – CallPort met this criteria for me, along with providing a future-proof offering that would give us a regular update to the solution.”

The roll-out of 8el’s CallPort solution was to coincide with the closure of Wiseman Lee’s Manor Park office and the consolidation of staff across the remaining three offices. Their Wide Area Network was resized, replaced and deployed for both voice and data in order to lower costs, maximise resource utilisation and maximise efficiency.

During the sales engagement process, 8el demonstrated that their CallPort platform was able to deliver all of the features and functionality that Wiseman Lee required and that it enabled them to drive their business forward and increase their internal efficiencies; Julian said “We were comfortable continuing with a Centrex based platform. ‘Telephony as a Service’, with its technical and financial flexibility, suits our business well. In particular, 8el’s IP Centrex platform mightily impressed us with its increased functionality and resilience. There was no other alternative.”



“What we have commissioned is a fully managed centralised VoIP solution that simulates an IP PBX without traditional capital expenditure and all the features a solicitor firm, like ours, looks for. 8eI really understands the IP Centrex and VoIP market and transitioning both our telephony and network infrastructure to 8eI has really given us the benefits of a truly converged solution.”

Julian Blake

Practice Manager, Wiseman Lee

What were the challenges?

The main challenge revolved around the implementation phase. It was essential that 8eI worked closely with Wiseman Lee and their existing telephony and networking providers to ensure a smooth and efficient migration of services including the porting of their existing telephone numbers, the seamless transition of ISP and data links and finally the implementation of 8eI's CallPort solution.

8eI delivered the underlying infrastructure and migrated the data network seamlessly onto its quality of service MPLS core (protecting VoIP call quality), moving the users on a site by site basis until all were transitioned to the 8eI core network.

Resilience

Enhancing resilience and maximising business continuity was another key driver for Julian Blake. As a telecoms provider, 8eI were able to port Wiseman Lee's existing geographic numbers onto the CallPort IP Centrex platform which, when coupled with CallPort's inherent hot-desking feature, enabled 8eI to deliver the resilience required by enabling inter-site working, centralised reception, unified messaging and voicemail capabilities to all staff where appropriate, along with on-demand call recording.

Previously, if the Manor Park site went down, ISP and voice services would be lost at all the sites. Housing servers within 8eI's colocation facility in the core meant that each site had its own dedicated voice and data connection.

Julian commented: "Resilience is of paramount importance to us as

a business, especially as we are a Lexcel accredited practice. I needed to be confident that the solution we chose provided the resilience we required. 8eI did that."

Implementation

8eI's PRINCE2 qualified project managers worked with Julian to coordinate the closure of the main hub (Manor Park) and the transition of staff and network infrastructure. Users were migrated to the new voice and data infrastructure on a site by site basis enabling Wiseman Lee to quickly terminate existing contracts thus maximising cost savings and efficiency gains.

A detailed understanding of the user requirements enabled training for different levels of the business to be included and tailored as appropriate. The transition to the new platform and hardware was an easy one, and users found any changes intuitive. It was a simple and quick transition to the CallPort platform from the legacy telephony system. Said Julian: "The project was implemented seamlessly. Users liked the functionality of the phones and only minimal training was required across the sites. 8eI's staff demonstrated a highly reassuring and professional approach throughout."

Concludes Julian, "What we have commissioned is a fully managed centralised VoIP solution that simulates an IP PBX without traditional capital expenditure and all the features a solicitor firm, like ours, looks for. 8eI really understands the IP Centrex and VoIP market and transitioning both our telephony and network infrastructure to 8eI has really given us the benefits of a truly converged solution."