

Cripps Harries Hall LLP



When Cripps Harries Hall LLP wanted to exploit remote working capabilities and increase client collaboration, it turned to Scalable Networks for a converged IP infrastructure.



Objectives

- Design and deploy a high-performance IP infrastructure, to support voice, data and multimedia applications
- Reduce complexity across the IT architecture
- Implement remote working practices and collaborative tools between employee and client

Background

Cripps Harries Hall LLP (CHH) is a leading law firm based in the South East. With seven offices and 300 employees, CHH provides a wide range of legal services to blue-chip enterprises, public sector organisations, charities and individuals.

Delivering a high quality of service whilst maintaining value for money is a priority for CHH. The company is keen to invest in information technology, making it work smarter and harder to further enhance the client experience.

As a result, CHH is committed to the continuing investment and development of its IT architecture, and actively works with clients to provide innovative services and applications that will maximise billable time and facilitate client communications.

The Challenge

Managing and maintaining an IT network that will support emerging technologies and ensure it is used to its full potential, is the responsibility of Mike Burton, Head of IT at CHH: *"Gaining a competitive edge is essential for winning and retaining clients. We want to deliver the best service possible, and client communication is considered a pivotal part of our success, hence why IT plays such a significant role within the company."*

Like the majority of organisations, CHH's IT architecture had been developed over a period of time and its voice and data traffic operated on disparate networks. Burton explains, *"Our existing networks had been in place for some time, however, with the emergence of IP technologies, we felt it was time to investigate how we could benefit from consolidating our voice and data traffic, and take advantage of the functionality available with an IP network."*

In particular, CHH was keen to exploit new practices such as remote working, interactive client information portals and the integration of mission-critical applications across the network. For Burton, deploying a new telephony system that would support the integration of these applications was a priority:

"The technical limitations of our pre-existing telephony system were leading to poor client service. We wanted to improve our personal response to client calls and believed we could achieve this with an IP architecture. For example, on-demand call recording, which can be invaluable in a legal environment."

“The consultancy we received from Scalable has been invaluable and influenced how our long-term ICT strategy aligns with overall business growth.”

Following a competitive tender process, Scalable Networks was awarded the design and implementation of a converged IP infrastructure.

Comments Burton, *“Scalable’s experience and expertise in IP technologies, as well as a back-catalogue of strong customer references, gave us the confidence that they could deliver what we required, and more.”*

Opting for a best-of-breed vendor solution using Extreme and Mitel technologies, Scalable was able to implement a secure converged IP architecture that would support collaborative applications and offer ‘easy-to-use’ remote working capabilities.

Using twinning technology from Mitel, Scalable included in the deployment a remote voice solution that would further support CHH’s aims to improve client response times, as well as achieve greater business continuity.

Comments Burton, *“For a law firm, real-time communication is critical. Any disruption or downtime can negatively influence the outcome of a case, and therefore reliable, remote capabilities for voice and data are essential.”*

“Incoming calls are now automatically fielded to both the relevant desktop and cell phone, allowing employees to answer from the most convenient device.”

The Result

The integration of business critical communications, including email, calendar, fax and telephony, into a converged network has benefited both clients and employees.

CHH benefits from improved client response times and a more personal service, helping to retain and increase potential client revenues, whilst employees avoid ‘out of office’ delays and can gain real-time information on the move.

Such functionality, explains Burton, will enable CHH to deliver a better service, *“Secure access to client information on the road removes any notion of ‘dead time’ and allows us to utilise a client’s time more efficiently.”*

“On top of this, the twinning technology also doubles up as part of our disaster recovery provisions, with the ability to maintain voice communications with clients in the event of an emergency.”

“Ultimately, it made business sense to switch to an IP platform. We’re reducing complexity and are guaranteed improved performance across the network, but importantly, as a result employees are able to conduct multiple tasks simply, and quickly, with less administration.”

Burton concludes, *“The consultancy we received from Scalable has been invaluable and influenced how our long-term ICT strategy aligns with overall business growth.”*

About Scalable Networks Plc

Scalable Networks is a leading independent provider of Secure Convergence solutions. We apply a consultative approach to improving business communications through the adoption of converged and collaborative solutions that embrace best-of-class IP Infrastructure, IP Security and IP Telephony technologies and services.

From flexible working to disaster recovery, contact centres to collaboration, wired and wireless unified infrastructures to managed intrusion detection and prevention. We craft individual solutions for medium and large-sized private and public sector organisations based upon a thorough understanding of their markets and challenges. We talk in your terms, and look to exceed your expectations.

Since our inception in 1997, Scalable Networks has consistently executed against plan and enjoyed ten years of stable, organic and profitable growth. Throughout this, we've built a solid reputation for delivering exceptional levels of service and support, a fact supported by our sustained 95%+ retention rate of customers.

Our client base includes B&Q, MTV Europe and The Condé Nast Publications Ltd, as well as a number of public sector bodies.

If you wish to find out more about the solutions we offer, please contact our team of consultants to discuss the business requirements of your network.

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