

**AT-A-GLANCE**

- Reduce total cost of ownership.
- Simplified system administration.
- Improve call handling and collaboration.
- Enhance the client experience.
- Refresh structured cabling.
- Increase system resilience.
- Deliver easy to use UC to staff.
- Achieve scalability to meet future growth.
- Future-proof with free lifetime software upgrades.



**9 St John Street Chambers deploys ShoreTel UC from Incom**

One of the UK's leading barristers' chambers, 9 St John Street Chambers, deploys ShoreTel Unified Communications platform, its fourth telephone system in twenty years installed by trusted business communications partner, Incom Business Systems.

**CHALLENGE**

9 St John Street Chambers is one of the largest barristers' chambers outside the City of London. The business used an aging NEC system which was difficult and time-consuming to administer. They experienced intermittent faults resulting in calls being cut off or not getting through at all. The system was no longer supported by the manufacturer and spare parts were difficult to obtain. Despite Incom's "best endeavours" support, a potential system failure posed a significant risk to the business.

Incom was invited to conduct a comprehensive site survey, including a review of the Local Area Network (LAN) cabling and LAN switches to assess the Voice over Internet Protocol (VoIP) suitability of the underlying infrastructure.

**SOLUTION**

Incom Business Systems recommended ShoreTel's Unified Communications (UC) platform, offering ease of use, ease of management, rich end-user functionality and scalability. ShoreTel's advanced features enable staff to communicate effectively, irrespective of their location or device, and never miss a call.

The ShoreTel solution offers simple system management with common tasks, such as adding a new user, taking a matter of seconds. Free software updates for the life of the system eliminates costly upgrades and obsolescence.

Finally, the ShoreTel platform is distributed and layered on the IP network with no single point of failure, offering 99.99999 per cent availability for exceptional operational continuity.

**BENEFITS**

9 St John Street Chambers benefits from a communications platform that is easy to implement, simple to administer and provides consistent yet advanced features to all users across the business.

The ShoreTel solution delivers simplified call management to end-users, ensuring that important calls are never missed. An advanced tool-set makes everyday communications faster and more efficient, with users able to easily view colleague availability, irrespective of location or device being used.

Simple system administration allows new users to be implemented quickly without creating an additional burden on the support team. As the system is intuitive to use, training can be undertaken in minutes.





NINESTJOHNSTREET

### A PERFECT FIT FOR BARRISTERS

ShoreTel UC is the perfect fit for a busy barristers' chambers. Users can view the availability of colleagues and ask the system to notify them when a colleague becomes available. Calls can be twinned with a user's mobile or assigned to ring a home phone or softphone, when working from home or off-site. End-user availability is automatically updated based on an end-user's Outlook calendar. If a user is unavailable, Instant Messaging (IM) can be used, so important calls are never missed. Likewise, voicemail messages are delivered directly into inboxes as .WAV files which can be played from a mobile device, enabling reduced response times to important calls. These features are highly beneficial for users who are on the move between court and chambers, as well as clerks and office-based staff.

Reception staff benefit from a screen-based application allowing all incoming calls in the queue to be viewed. Using drag-and-drop, calls can be assigned to available users or departments with ease. Unavailable users can create personal call routing patterns which offer callers the ability to speak to a colleague or to leave a voicemail.

### RELIABILITY AND SIMPLE ADMINISTRATION

ShoreTel provides exceptional ease of system administration via a standard Web browser interface, enabling simple tasks, such as adding a new user, to be accomplished in a matter of seconds.

As ShoreTel releases a software update every 12 to 18 months, 9 St John Street Chambers will get free software upgrades for the life of their system. This represents

a major advantage over other systems, where manufacturers call time on products after approximately 5 years, leaving the customer with no choice but to buy a new one in order to remain supported. With ShoreTel, the investment lasts indefinitely.

As the ShoreTel platform is distributed and layered on the IP network with no single point of failure, it offers 99.99999 per cent availability for exceptional operational continuity. This protects the ability of chambers to guarantee no interruption to fee-earning operations.

### A PRACTICE MANAGER'S PERSPECTIVE

Ruth Bailey, Practice Manager at 9 St John Street Chambers, comments, "Staying on an unsupported system was not an option, because the threat to the business in terms of loss of service from system failure was too great. The NEC system was difficult to administer and adding new users was complex and time-consuming. We really needed something which would be far easier to manage."



"Incom went the extra mile to ensure our solution would meet our current and future requirements. We have worked with them for twenty years and the ShoreTel platform, matched by Incom's excellent technical support stands us in good stead. We are very happy with Incom's service and we would not hesitate to recommend them to other barristers' chambers."

Ruth Bailey, Practice Manager, 9 St John Street Chambers



### ABOUT INCOM BUSINESS SYSTEMS



Incom Business Systems designs award-winning business communications solutions that enable people to collaborate and work more effectively, while reducing operational costs and capital expenditure. Our expertise in voice and data convergence and contact centre technologies enables us to address the evolving requirements of SMEs, enterprises, Not for Profit and government organisations. Since 1989, Incom has been the trusted partner for thousands of clients across the UK including Audi, Haribo, Horizon Nuclear Power, The Kennel Club, RAF Museum, Salvation Army, The Range superstores and the Japanese Embassy.

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