

AT-A-GLANCE

- Upgrade the legacy phone system.
- Reduce the total cost of ownership.
- Increase resilience and ease of system maintenance.
- Consolidate communications across all offices.
- Ensure client calls are appropriately routed at all times.



Ison Harrison Reduces Total Cost of Ownership with ShoreTel

Designed to simplify phone system administration, reduce costs and empower users, Leeds solicitors Ison Harrison selects ShoreTel's Unified Communications platform to enhance staff collaboration and deliver exceptional client service across multiple office locations.

CHALLENGE

Leeds solicitors Ison Harrison offers a complete range of legal services to private and commercial clients. Originally established in 1978, the firm has grown substantially through mergers, employing over 160 staff who deliver legal services from eight offices across Leeds and the surrounding area.

With rapid growth resulting from a number of new office openings and successful mergers in recent years, Ison Harrison has quickly established itself as "the Leeds law firm". Trusted by thousands of clients, communication is key to Ison Harrison's success and the firm has to ensure its legal staff are easily contactable at all times.

To maintain client satisfaction, the company needed to move away from the legacy telephony system that limited efficient interaction between clients and staff, and was expensive and time-consuming to manage and maintain, particularly for moves and changes.

SOLUTION

Incom Business Systems recommended ShoreTel's Unified Communications platform for stability, scalability and resilience, as well as the feature-rich, reliable and easy to use telephony services, all key criteria for Ison Harrison. Taking back control of its telephony, the firm now has a solution that integrates staff across multiple offices through simplified internal communications and ensures the firm offers the personal service demanded by clients.

ShoreTel's UC system has federated their workforce, ensuring staff never miss a call. By deploying 20 SIP trunks, line rental costs have been reduced, inter-office call charges eliminated and the number of lines required has been consolidated, reducing the firm's overall total cost of ownership.

BENEFITS

With ShoreTel's focus on simplicity, both system management and the end-user experience have proved a big success.

Superior client service is at the heart of Ison Harrison's operations, so enhanced disaster recovery was front of mind when implementing the new system. ShoreTel's UC system is a completely distributed, scalable solution layered on the IP network with no single point of failure, offering 99.9999 percent availability for mission-critical operations.

By leveraging all voice calls over IP, Ison Harrison has simplified communications across the company and reduced the total cost of ownership for business telephony.

Finally, the ShoreTel UC system lets the IT staff move and manage numbers across the organisation with ease, quickly scales up as the firm grows and delivers numerous advanced features.



UPGRADING FROM THE LEGACY SYSTEM

Ison Harrison had six different telephone systems spread across seven sites. To maintain high levels of client satisfaction, the company needed to move away from the legacy telephony system that limited the ability for clients and staff to efficiently interact.

Incom Business Systems worked closely with Ison Harrison to provide a thorough audit of the existing telephony system and network. The firm quickly realised that the legacy WAN was not “voice-ready” and wouldn’t support their immediate and future requirements. A conversation with Grant Counsell, Corporate Sales Director at Incom Business Systems, convinced the firm’s Practice Director, Mike Peel, that it was possible to move to a fully integrated platform that would not only save the business a great deal of money, but would provide a resilient, future-proofed platform to meet the firm’s future requirements. After considering a number of options, Ison Harrison accepted Incom’s proposal of a unified communications system based around hardware and software from ShoreTel.

ShoreTel Communicator delivers computer telephony integration, allowing users to dial contacts directly from their PC and exercise control over their availability, by integrating with the firm’s existing online calendar. As a result, Ison Harrison now has complete control over staff availability so that every call can be routed effectively to a member of staff who is available to respond, and inbound calls are never missed or misdirected. ShoreTel Director, a web-based tool,

streamlines the management of all voice applications across multiple locations into one seamless interface, releasing Ison Harrison’s support staff from the burden of complex system management of the legacy system. With hot-desking and mobile working set to increase across the legal profession, Ison Harrison is ahead of the curve and can gain a competitive edge with their approach to business communications.

TAKING CONTROL

ShoreTel and Incom worked together to ensure the installation was performed smoothly, meeting with Ison Harrison on a weekly basis to discuss the progress of the project. Incom replaced the existing array of hubs with a compact, feature rich system. “Incom’s proactive approach combined with their technical expertise and product knowledge ensured a trouble-free deployment,” Mr. Peel added.

LOOKING TO THE FUTURE

“We needed a telephony system which would deliver a rich, yet easy to use communications environment to all our users. Our ShoreTel unified communications

platform provides a host of advanced features that make everyday communications faster and more efficient. As our firm changes and expands, we need to embrace new working practices and be flexible in our communication while remaining responsive to clients. Fortunately, our communications environment is highly scaleable and easy to manage, so we can add more users to the system easily and quickly, irrespective of their working location or role.”

Ison Harrison’s solution is fully future-proofed, ensuring that the firm can consider additional applications, such as Contact Centre, to enhance client service call routing. “ShoreTel’s products are easy to use and have proved popular with staff and our IT support team,” comments Mr. Peel. “Selling change to people is always difficult. We asked everybody to be open-minded and now they are comfortable so we can start to plan the introduction of other features. If it’s going to help speed up what staff can do and enable them to deliver services to clients in a more cost-effective, responsive way than they currently do, then they’ll go for it, now they’ve seen the possibilities.”



“Put simply, the ShoreTel unified communications solution recommended by Incom delivers less complexity, ease of use and a much lower total cost of ownership to Ison Harrison.”

Michael Peel, Practice Director, Ison Harrison



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 satisfied clients across the UK including Audi, The Range superstores, The Salvation Army and Horizon Nuclear Power.

T. 0161 788 0000

www.incom-business-systems.co.uk