

CASE STUDY

# RADCLIFFESLEBRASSEUR

UK law firm, RadcliffesLeBrasseur has taken a forward-thinking approach to business communications by adopting SIP for cost-effective call routing and absolute availability, boosting client service at minimal cost.

britannic  
technologies

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## RadcliffesLeBrasseur Gets Flexible With SIP Telephony

With a passion for business, sound legal advice and consistent high-quality service to clients across the healthcare, property, tax and commercial sectors as well as to private clients, RadcliffesLeBrasseur has built a strong reputation for tailored support and service excellence. We have helped the law firm to future-proof its service edge.

# Flexibility is the way forward

To improve its client service capability and free up valuable resources to reinvest in frontline services, RadcliffesLeBrasseur overhauled its network infrastructure and unified the telephony operating system for its UK offices in London, Leeds and Cardiff. All three sites previously operated on different phone systems, which not only pushed up IT management cost but also hampered integration efforts with the practice's business software and imperilled resilience.

The law firm's telephony is now delivered from one central system, the Mitel 3300 IP Communications Platform with rich telephony features, advanced application support and web-based system management capabilities.

This simplifies management and saves the IT team time, confirms IT Director, Simon Gatward, "We can manage the system from an intuitive interface and moves, adds and changes are done in a couple of minutes. This has allowed us to focus on other areas, saving the business time and money." The new platform is readily scalable, accommodating future business growth since users and communications applications can be added as and when required.



## The Solution

The new solution was integrated into an improved WAN infrastructure to provide IP communications including voice and video conferencing services as well as application access to over 200 users.

Calls are routed through Britannic's SIP exchange platform, netX, which optimises line resource and improves business continuity with flexible, automatic failover routing to ensure that RadcliffesLeBrasseur's lawyers are always available to their clients and video conferencing can consistently be taken advantage of for meetings.

# The Technology



Resilient converged platform with rich features and advanced user apps to corporate LAN/WANs, improving business processes



Britannic's resilient SIP exchange platform rightsized the number of voice channels required and reduced cost with highly competitive per minute rates

## Managed Service

Proactive network and applications monitoring with 24x7 support reduces risk and management complexity

## Cost savings & flexibility with SIP

Moving offices from London Westminster to Fleet Street, SIP supported a continued voice service and number retention.

Challenged with getting its circuits into the new site due to BT's Wayleave policy and moving exchange, the law firm relied on SIP's flexible routing and porting capabilities to divert all calls to its Leeds office and DDI calls to fee earners' mobiles, protecting seamless operations.



“We now have a resilient and scalable communications network that will take us into the future. The flexibility that the solution, especially SIP, presents us with is invaluable for cost savings and freeing up the IT team.”

**Simon Gatward,**  
IT Director,  
RadcliffesLeBrasseur

# The Results

RadcliffesLeBrasseur's move to SIP telephony has strengthened and consolidated the firm's voice infrastructure with highly effective call routing, availability and a centrally managed service.

Combined with its powerful Mitel communications platform, this robust environment underpins its excellent client service from the first call. "We already look forward to extending our communication and collaboration methods with Britannic to boost remote working, too", concludes Simon Gatward.

99.999

Service availability  
percentage

200

Users delivering  
fast, reliable service  
internally and  
externally

24/7

Proactive NOC and  
engineering support  
for optimum network  
performance and  
security

**LET'S SHARE SOME IDEAS.**



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