

# HOSTED VOICE AND MOBILE FOR LAW FIRMS



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Law firms are under pressure to deliver client requirements to schedule and in a professional manner. Therefore, the telephony system that you choose to use is of paramount importance. You require reliable telephone systems in order to operate efficiently on a day-to-day basis.

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# THE CHALLENGE

In an industry that is under immense pressure to deliver high standards of client service, telephone lines must be clear, available and if lines are down having the ability to leave an urgent message is a must.

## Quick and clear communication

Clients need to be able to communicate with their lawyers whenever the need arises. Reliability therefore must be the foundation of any telephony system in this high pressure industry. Law firms also need a scalable solution, given that they can range in employee size from SMEs through to large enterprise businesses, the telephony solution must cater for all sizes.

Demand changes also mean that regardless of office location or remote working the telephone system must adapt accordingly. Lawyers will also be out of office when in court or at meetings, so calls must have the flexibility to be re-directed to a mobile phone.

## Accurate Reporting

Lawyers need accurate reporting tools to determine how much money is spent on each client, including time spent on phone calls. Reporting is required to bill clients accurately and ensure that the law firm can achieve maximum profit. Without this crucial reporting information law firms could lose money.

Call recording is also essential due to the nature of the industry and the need to refer back to key notes and conversations. There are a few key requirements that the law industry will depend upon in order to successfully implement a telephone system.

## THE SOLUTION IS HOSTED VOIP

- ⊙ **Features you can easily control** – Hosted VoIP puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated online.
- ⊙ **On-demand service with no hidden costs** – It's hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.
- ⊙ **Lower call costs** – Hosted VoIP offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates. If you use Hosted VoIP together with our business mobile services you benefit from free calls between your office and mobile phones.
- ⊙ **A business continuity solution** - Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your law firm. Because Hosted VoIP is in the cloud, the service provides business continuity features that allow your organisation to carry on making and taking calls, whatever the circumstances.
- ⊙ **Call recording** – Law firms often deal with sensitive subjects, and call recording for some of these calls could be vital. You get complete control of what is being recorded and when.
- ⊙ **Work smarter** – It's perfect for those who work in and out of the office, who need to work from different locations such as being at meetings or in court, with features that ensure you never miss a call. We also offer more in-depth call management reporting and wallboard integration, to help your law firm gain a real-time understanding of calls. Receive a live data feed which will let you export the statistics you need to help analyse call patterns and manage your firm.
- ⊙ **Quality** - Call quality, as with any communication system, is dependent on the underlying connection available. Our Ethernet or Broadband products deliver great voice quality and are underpinned by stringent service level agreements.
- ⊙ **Suitable for any sized law firm** – Hosted VoIP is suitable for all law firms and is particularly effective with multiple site operations working together.
- ⊙ **Generating reports** – Our Hosted Voice solution enables you to generate reports on time spent on the phone, and to which customers/clients. Then, when required, reports can be downloaded enabling law firms to easily set up surcharges and markups for specific events and clients.

# CONNECT - TAKE YOUR OFFICE COMMUNICATIONS MOBILE

As many employees of law firms are in and out of the office, at meetings with clients or in court being effective and productive is vital. The solution is not to give them a mobile and a laptop, it's about giving them access to the right tools, the right information and the right contacts, everything they need to work.

Connect enhances the features, security and control of your office Hosted VoIP solution with seamless integration into your mobile. It offers voice and mobile capability throughout your law firm regardless of your employees location.

## Here's the key features:

Review all business call data and call recording from a single portal, regardless of device, location or number.

- ⊙ Improve customer experience by always being available.
- ⊙ Dynamically choose to present your office (user DDI, site number) or mobile number for all outbound mobile calls.
- ⊙ Receive all voicemails across all devices into one mailbox.
- ⊙ Extend your inbound call routing to all devices, including mobiles.
- ⊙ Maintain constant access to your company directory. Dial internal extensions from any location using your mobile phone.

## Unified Communications

Helping your staff to work smarter with a Unified Communications solution and you'll gain the benefits:

- ⊙ Higher productivity and responsiveness.
- ⊙ Increased employee morale and engagement.
- ⊙ Improved collaboration, enabling new ideas and faster decisions.
- ⊙ Better customer experience, encouraging loyalty and referrals.
- ⊙ Lower risks of security breaches and loss of valuable information.
- ⊙ Lower operational costs.

With Windsor Telecom, not only can you move your communications to a hosted voice solution but you can also adopt a business mobile solution too.

To discuss how it will work for your law firm, get in touch.

SPEAK TO OUR EXPERT TEAM NOW - **CALL FREE ON 0800 180 4290**



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