



Switching to cloud phone and unified communications systems (UCaaS)

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SOLUTION

More than half of Top 100 firms have either recently delivered or are underway with projects to implement key “foundation” technologies, demonstrating how critical IT has become to the sector.

PWC Law Firms Survey
Report 2019.

Get ahead - or risk being left behind

Business communications systems are not just evolving, they’re being revolutionised. This guide highlights how hosted, cloud based telephony and unified communications systems offers your firm competitive edge, streamlining and joining-up communications across devices. Equipping your team with the best communications tools will assist collaboration, operational flexibility, efficiency and productivity, ultimately enhancing client service levels.

Summary: why your firm can't afford not to switch

Don't lose ground to your competitors. Read this guide for a quick overview of the advantages of hosted, cloud based phone and unified communications systems.

1. Hosted solutions: what's on offer?

- Hosted phone systems
- Unified communications
- Features

2. How can hosted telephony improve your business?

- Flexible working
- Intelligent call routing
- Disaster recover
- Scaling with your business

3. Can you afford to switch to hosted telephony?

- More efficient expenditure management
- Simpler contractual arrangements
- Different payment model – from cap-ex to op-ex

4. Advantages of the cloud?

- A simple move
- Reassuringly secure

Need help?
**Book a free
consultation**

What's on offer?

What are 'hosted' phone systems?

Unlike the expensive on-site PBX-based (private branch exchange) phone systems that many companies still rely on, modern hosted cloud systems use an internet connection for voice calls. No on-site kit is necessary, as the PBX is hosted on a remote server. Using a form of VoIP (Voice over Internet Protocol) and today's vastly faster internet speeds, hosted cloud phone systems are cheap, flexible, scalable, and packed with features.

Check whether your firm still uses a traditional PBX phone system.

What's unified communication, and where do people's mobiles fit in?

Many business users still use their mobiles as their work device of choice. However, these stand alone from your office phone system, with all its built-in business class features. Unified communications integrate a hosted phone system with mobile services and your laptop. Your team can access and control a range of advanced communications and productivity features anytime and anywhere, regardless of which device they're using.

Give your staff the flexibility to work effectively wherever they are, using consistent communications tools.

What types of features does a unified communication solution offer?

There's a long list, subject to the solution you choose. With one number across all your devices, you improve your availability and responsiveness to your clients; you have one voicemail system for all your calls, and can record all calls. Detailed call reporting is available, and there's an intuitive app for managing your devices and services. Essentially, you gain all the benefits of a business landline on your mobile, improving communication and collaboration.

Get up to speed on the full range of features, and how they would benefit your team.

How can hosted telephony improve your business?

Flexible working matters

Flexible working patterns are becoming more common across law firms. Hosted cloud phone and unified communications solutions make this straightforward: calls can be routed easily from one number to another, and employees can be contacted on the same number wherever they happen to be working.

Is your firm enabling more flexible working?

Intelligent call routing

Hosted solutions also provide smart 'hunt group' services, routing calls intelligently within a group.

What currently happens when a client calls a number that is unanswered?

Disaster recovery: re-routing calls

Hosted telephony provides excellent disaster recovery capabilities, as calls are easily routed from one premises to another.

How would your firm cope with phone calls if one of your sites was suddenly disabled?

Hosted telephony scales easily with your business

When adding new users to your system, on-site PBXs and hosted solutions are polar opposites. With on-site PBXs the process is time consuming and often expensive: with hosted telephony systems it's a piece of cake. The best solutions allow you to add users yourself quickly and easily, via a web based admin portal – with no engineer costs whatsoever.

Do you find adding users to your system costly and time consuming?

Can you afford to switch to a hosted telephony solution?

Manage your telephony expenditure more efficiently

Even if your firm has invested in an on-premise PBX, there's a long list of additional costs you have to account for: software upgrades, additional features, adding users, and so on.

A hosted telephony system offers a more cost-efficient model.

Analyse the additional costs and restrictions associated with your on-premise PBX system.

Simplify your contractual arrangements

Hosted solutions can join up all of your landline, laptop and mobile communications, removing unnecessary hardware. Your firm can move from maintaining multiple contracts, to a single provider for all its communication needs.

Wouldn't you benefit from the simplicity of a single contract covering all communications?

From cap-ex to op-ex: make your move quickly

Unlike on-premise PBXs, hosted phone systems generally involve no up-front costs. The system is paid for on a licence per user basis, and most ongoing costs are covered by a monthly fee.

This fee can include free calls to landlines and mobiles in the UK, automatic software updates, etc. So switching from your on-premise PBX to a hosted system can be done very cost effectively.

Consider the advantages of the hosted telephony payment model for your firm.

The advantages of the cloud

Moving your communications system to the cloud

With the support of a smart communications partner, the move to hosted telephony needn't be complex. Subject to the quality of your connectivity, most hosted systems can be rolled out in just a few days. Your firm's communications partner should have a well proven migration process, fully managing each stage, right through to ensuring that your team's training requirements are met.

Has fear of the possible complexity of migrating to a hosted solution held up your progress?

Reassuring security, so you can get on with business

Where's your data when it's stored in the 'cloud'? It's actually held in a dedicated server room with a specialist team responsible for keeping your assets secure. Most hosting providers also provide a 'mirrored' server running at a separate location, so there should be no noticeable disruption to your service even if a server failure occurred. Your data is kept in a secure and compliant environment, so your firm can get on with what it does best.

How securely is your data stored?

What to do **next**

Hosted telephony and unified communications solutions represent the gold standard when you're looking to raise flexibility and efficiency, boost productivity and client service levels, and operate more competitively.

Find out more how a hosted solution would help your firm, by booking a jargon free, 'no strings' consultation with our experts. They will provide clarity and advice based on many years' experience assisting law firms with smart communications solutions.

Solution IP has been working with law firms as a preferred supplier for over 12 years, and brings extensive knowledge of the procurement and installation process.

4.8/5 ★★★★★

Independent Service Rating

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It was immediately obvious that Solution IP understood the needs of our rapidly growing business. The whole process of moving across to Hosted was managed with no disruption to our business.”

Jay Smith, Operations Director, Danosa



Solution IP designed a solution that matched our objectives and business requirements. Everything was fully managed from start to finish, and the training they provided our firm was excellent. They ensured that all staff were comfortable with the new handsets, and that our business understood all the functionality and setup of the system.”

**Stuart Ashpole, IT & Facilities Manager,
Barcan + Kirby**