SOLUTION IP

Voice. Broadband. Networks.

2020 Law Firm Communications Technology Roadmap

Leverage our technical expertise

Smart communications technology and systems will help you build end-to-end client experiences. But, how do you create a roadmap for your technology improvement plans?

Since we first worked with law firms in 2007, we set out to help hundreds of firms build better client experiences, through aligning our technical and network expertise with the demands of a busy firm.

Improving your communications technology

'Connected.' Sounds simple, doesn't it? But we understand the pressures of handling large volumes of data, a mobile workforce and inbound client calls doesn't always mean it's that simple.

Your connectivity and phone system can have a big impact on client experience. Every firm should ensure their telephone system, at the very least, reaches the minimum specification criteria we can help develop with your IT or operations team.

These changes can be a vital foundation to the exceptional client experience journey; improving client satisfaction, repeat business, staff productivity and creating a happier culture.

Start here

The minimum specification assessment has been designed with client service at the heart of it. If your system does not match the minimum specification criteria, Solution IP will attend your sites to provide a free consultation to review the existing set up and how to get the most out of it, and discuss potential improvements.

Does your technology enable responsiveness?

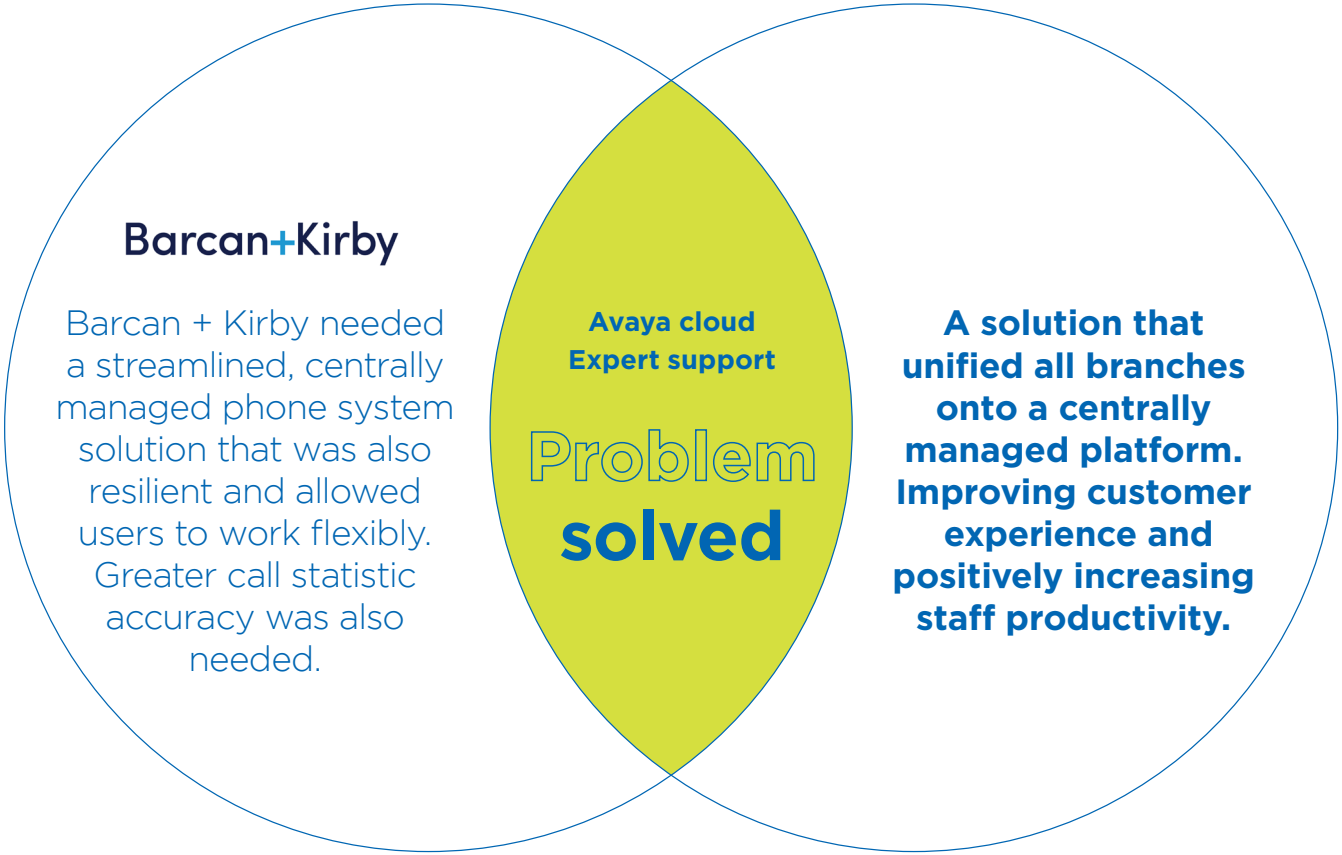
Client engagement is increasingly dependent on technology. The challenge of appointment bookings, mobile workforce and ongoing client relationship management means your operations need to flex with the expectations of your clients and team. Many operational leaders are finding disjointed systems and legacy phone systems aren't fit for purpose in today's modern firm.

We have worked extensively with IT and operational teams to design a straightforward process giving you step-by-step guidance on updating your client-centric communications.

Telephone System Requirements: Minimum Specifications

Inbound/outbound calls	Yes	No
Can the telephone system handle multiple calls?		
Do clients ever receive the engaged tone?		
Is there always a line available for outbound calls?		
Client call handling	**Yes**	**No**
Can clients be placed on hold?		
Can a call be transferred to another user?		
Can the system play music on hold messages?		
Security and Disaster Recovery	**Yes**	**No**
Do you have a communications disaster recovery plan?		
Is your system fully supported during your operating hours (i.e. evenings and weekends if applicable)?		
Out of Hours	**Yes**	**No**
Can you place diverts on the telephone system (i.e.out of hours)?		
What happens to calls when the firm is closed?		

Notes:



"Solution IP clearly understood our business. They 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. The aftercare support is as good as the installation was. We are extremely happy with Solution IP, and look forward to continuing to work with them."

Stuart Ashpole
IT & Facilities Manager, Barcan + Kirby

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Solution IP has been working with law firms as a preferred supplier for nearly 13 years. We have extensive knowledge of the procurement and installation process having worked with senior leads and IT project team.

Our service management scores

Contact our team:
+44 (0)333 2000 903
sales@solutionip.co.uk
www.solutionip.co.uk/lawfirm