

# Legal Solutions



# In Brief...

## If you answer yes to any of the following then you need to read this brochure...

- Do you want to accurately record time spent on the phone to clients?

*Working closely with professional computer telephony integration (CTI) developers Inter-Tel brings you the most comprehensive call reporting and real-time statistics software solutions available.*

- Does your business depend on a customer database?

*Most businesses today rely on a customer database of some description. Being able to integrate your database with your phone system can enhance business processes and facilitate significant improvements to your customer services.*

- Do you need your technology to match your business model?

*Inter-Tel delivers a wide range of solutions for all business sizes and strategic models. We are confident we have a solution that will fit your business.*

- Can your communication system automate time consuming tasks?

*Direct dial numbers, speed dial, corporate extension number, call transfer, voicemail, conferencing capability to name but a few of the basic features Inter-Tel can bring to your desktop.*

- Do you simply want to expand your current system?

*The modular structure of Inter-Tel's product suite means it grows as your business expands. Meaning you don't have to throw away old technology as new applications are developed.*

**Find out how Inter-Tel's legal sector solutions can put your business ahead of the competition...**

# Technology Made Legal



The technology gap in the legal sector is costing practices dearly. The legal profession has no choice but to communicate with clients, courts and government and not being able to accurately record time spent on calls with clients costs billable hours. Some practices even admit to losing as much as four and a half billable days per month due to being unable to code phone calls to the correct account.

It's fortunate that we understand what's important to your business and that the right technology implemented correctly can deliver real business benefits. Business communication solutions from Inter-Tel incorporate a diverse range of the latest technologies to ensure improved business processes. From call recording and real-time call management to voice over the internet and advanced text-to-speech applications, Inter-Tel has a solution for your business.



## Case Study #1

### Spratt Endicott Solicitors - A Multi-Site SME Solution

Previously part of Shoosmiths, a national firm of solicitors, Spratt Endicott had enjoyed the benefits of a large organisation's IT and communications infrastructure including voicemail and centralised telephony management. However, following a buyout, Spratt Endicott needed to look for a new communications platform which delivered the same functionality it had become accustomed to, but without the heavy investment its previous parent was able to make.

One of the biggest challenges Spratt Endicott faced was that its offices were split across two sites over 50 metres apart. However, they didn't want to waste money on multiple solutions, nor did they want to be faced with extortionate intersite call costs. Additionally, they needed a solution which integrated seamlessly with their IT requirements including all client databases.

Spratt Endicott recognised the need to implement new technologies to increase their efficiency and protect themselves for the future. An integral part of this solution was the need for two central operators and state-of-the-art voicemail that could be accessed from anywhere. Spratt Endicott soon recognised that the user friendly Windows operator console and feature rich desktop/Windows telephones made the Inter-Tel the preferred

choice. The latest Inter-Tel endpoints and server based voicemail was installed followed by Computer Telephony Integration (CTI), call management, UPS, Windows operator consoles, system management software and GSM gateways.

CTI has enabled Spratt Endicott's employees to see who is calling and bring up a customer's history on their PC screen in real-time, thus saving time and money as well as improving business efficiencies.



## On the record...

Email has given the legal sector a way of recording correspondence and ensuring all evidence is stored and available for referring to months later. But more often than not, the times when you really need to quote a client and double check your hand written notes, the conversation was the one that took place over the phone. Call recording has come into its own in the legal sector and Inter-Tel offers a comprehensive range of call reporting and call logging solutions to improve your billing requirements.

Start Time	Tel	Dir	Ans On	Talk Time	First Rang	User Ans On	Fin	Call Time	Seg
12/23/2003 9:13:46 AM	3373100	In	21112	00:00:45	20532	Mueller, Eric	21112	00:01:34	N/A
12/23/2003 11:11:07 AM	6302898	Out	21103	00:00:31	21103	Viera, Ken	21103	00:00:52	N/A
12/23/2003 9:20:33 AM	4808889	In	21103	00:01:44	21103	Viera, Ken	21103	00:02:14	N/A
12/23/2003 9:17:22 AM	4720363	Out	21112	00:04:33	21112	Mueller, Eric	21112	00:04:38	N/A
12/23/2003 7:54:02 AM	[No Calle	In	21105	00:52:23	21105	Kehm, Bill	21105	00:52:23	N/A
12/23/2003 11:...	...	...	...	00:04:46	20590	Nevins, Steve	20226	00:14:52	N/A
12/23/2003 11:...	...	...	...	00:00:05	21103	Viera, Ken	21103	00:00:12	N/A
12/23/2003 8:...	...	...	...	00:00:39	20226	Nevins, Steve	20226	00:00:39	N/A

**Call recording with fast search facility** - Single-click playback enables you to find a required recording quickly and easily



### Inter-Tel 5000 Series IP Communication Solutions

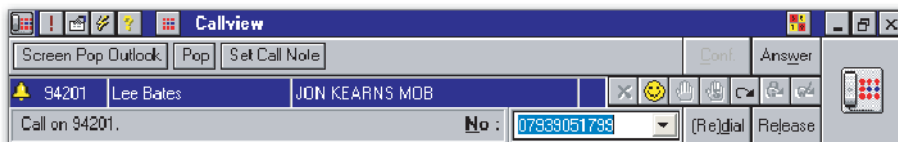
Enabling VoIP technology for companies to implement flexible working policies. The benefits of IP telephony also include a reduction in call costs and increased interoperability between multiple sites.

## Flexibility is the key...

Research shows that although IT literacy is perceived to be improving in the legal sector, it is still acting as a barrier to the adoption of new technologies, such as those that support flexible working policies. Less than two percent\* of legal practices have home working policies in place and there are a low number of firms planning to invest in networking technologies that will facilitate home working. Voice over Internet Protocol (VoIP) is a cost effective solution to anyone considering a flexible approach to working. It is possible to implement VoIP without loss of functionality across your phone system creating a virtual office environment for remote workers.

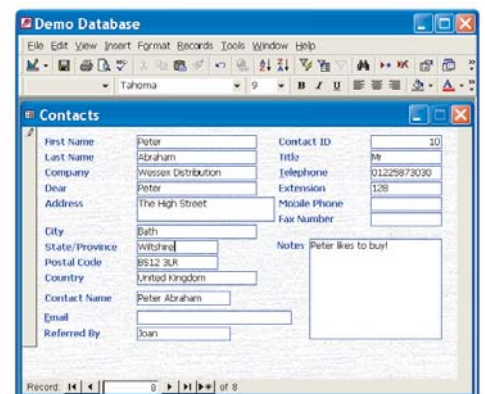
## Know your customers...

By adopting computer telephony integration (CTI) into your business you can not only have the details of the caller and their client history appear on your PC screen as a call comes in but also produce detailed reports on calls made, both inbound and outbound. This type of application delivers numerous business benefits including improved customer service but also improves internal call tracking and management.



### Inbound call screen-popping

Client calling details appear on screen when their call comes in. The user can see who is calling, answer the call and access the client's details from the intuitive user interface.



### Database screen-popping

Client details can appear on screen when their call comes in when your database is linked to your phone system using CTI.



S8000 Series Multiprotocol  
VoIP Endpoints from Inter-Tel

## Case Study #2

### Anthony Gold - A Multi-Site IP Solution



Anthony Gold Solicitors was founded in 1963. Since then it has grown into a highly-regarded, modern and progressive law firm with a national reputation. With almost 100 staff based in three London offices they are ideally placed to deal with clients from all over London and beyond.

Each of Anthony Gold's three offices had a different phone system and the cost of maintaining and servicing these systems together with intersite call costs had become significant enough for a detailed review. Anthony Gold was looking for a centralised solution which enabled them to maintain, programme and configure from one site. This requirement was fundamentally underlined with a need to reduce intersite call costs.

Following a detailed review of the solutions available in the market Anthony Gold turned to OPUS Business Systems. The proposed Inter-Tel solutions not only met the customer's immediate requirements but were also able to deliver a solution which would grow inline with Anthony Gold's needs in the future. Once agreed by the client, installation was swift and smooth with minimal interruption to day-to-day business operation.

Phil Mulley, IT manager, Anthony Gold commented on the solution, *"With the Inter-Tel solution our businesses processes have improved significantly. Now our two receptionists use the WOCs to answer calls for all three branches rather than a reception at each site. Not only that but we can transfer calls between sites using our internet connection which makes them effectively free!"*

*"Since installing the Inter-Tel solution we have noticed significant improvements across the business."* continued Phil Mulley. *"Not only have intersite call costs been reduced, but also staff productivity has increased owing to the streamlining of technology across the company."*

Anthony Gold has since expanded to another floor in London Bridge House and added a further 15 IP keysets.

For the full version of this case study please visit [www.inter-teleurope.com](http://www.inter-teleurope.com)

**Call for further information on legal sector solutions from Inter-Tel and  
how they can improve your business processes on**

**+44 (0) 116 290 3023**

Full versions of these case studies are available from [www.inter-teleurope.com](http://www.inter-teleurope.com). All details correct at time of going to print (11/05). E&OE. Anthony Gold and Spratt Endicott are not reference sites, under no circumstances should either company be contacted without written approval from Inter-Tel.



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For more than 30 years Inter-Tel has been providing its customers with advanced business telephone systems and related products. Today Inter-Tel meets the demands of its customers whether they need a few extensions or a few thousand extensions, whether they work from a single site or from multiple sites spread across the country or indeed across the continent. Inter-Tel leads the industry in research and implementation of voice and data convergence via the internet.