

Spratt Endicott Solicitors

A multi-site SME Solution

spratt endicott
SOLICITORS

"The flexibility of the system was shown by the open architecture which has allowed us to integrate the phone system, using CTI, with the client based system software"

Noel Barratt, IT Manager,
Spratt Endicott

This customer experience details how a leading Midlands firm of solicitors managed to break away from the security of a large corporation's IT infrastructure and implement a communications solution of its own without sacrificing professionalism or business efficiencies. Not only that but the firm was able to reduce costs and overheads by linking its two offices using voice over IP.

CUSTOMER BACKGROUND

Spratt Endicott is a leading law firm based in Banbury, Oxfordshire. A true believer in putting its people first, Spratt Endicott was recently awarded registration to the quality management system ISO 9001:2000, through the British Standards Institution and has been recognised as an Investor in People organisation.

Spratt Endicott is committed to offering a comprehensive high quality service to its clients in both the private and business sector.

THE BUSINESS CHALLENGE

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 inter-site call costs.

Additionally, they needed a solution which integrated seamlessly with their IT requirements including all client databases. Spratt Endicott's IT manager was already in discussions to renew its IT system and software, and asked for a recommendation for a telecommunications solution supplier which would not only deliver seamless integration but also scalability and flexibility for future growth. The IT supplier recommended a leading Inter-Tel reseller.





A phased installation was undertaken working closely with the firm's IT department. 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.

THE BUSINESS SOLUTION

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.

Inter-Tel's reseller was one of four companies competing for the business, and after a couple of demonstrations it became apparent the Inter-Tel solution was going to deliver what the customer wanted, and more. Spratt Endicott soon recognised that the user friendly Windows operator console, feature rich desktop and windows telephones made the Inter-Tel the preferred choice.

Additionally, Inter-Tel's reseller was able to offer a more extensive solution by including a fully managed installation and the ability to offer savings of over 25% on call charges and over 50% on calls to mobiles.

RESULTS

"Since implementing the Inter-Tel solution we have seen significant improvements in business processes. The flexibility of the system was shown by the open architecture which has allowed us to integrate the phone system, using CLI, with the client based system software."
said Noel Barratt, IT Manager, Spratt Endicott

The successful installation of this cost effective solution now allows Spratt Endicott to communicate seamlessly and efficiently between offices.

The successful installation of this cost effective solution now allows Spratt Endicott to communicate seamlessly and efficiently between offices.

All details correct at time of going to print. E&OE. This site is not a reference site, under no circumstances should this company be contacted without written approval from Inter-Tel.

For more information on Inter-Tel and the products and services we offer please contact us:



Inter-Tel Europe Limited, 2260 Kettering Parkway, Kettering, Northamptonshire, NN15 6XR

T: +44 (0) 116 290 3000 F: +44 (0) 116 290 3001 E: info@inter-teleurope.com W: inter-teleurope.com