

CASE STUDY

STAMP JAMES SOLICITORS

South West Communications helps set up the IT and communications infrastructure to launch a new law firm.

Stamp James Solicitors is an independent law firm based in Exeter. As a new firm that was setting up in managed offices in the heart of Exeter's legal district, they needed to procure most IT and communications elements to get their three-partner business started.

The firm contacted us a few weeks ahead of their launch asking for a price for a new telephone system. Our communications consultant quickly contacted them to discuss their needs and to advise them of the most suitable solution. In doing so, he uncovered a requirement for IT support, email and other applications. We were able to provide a single solution that included the following:

Cloud-hosted telephone system

We installed a Gamma Horizon telephony solution to meet Stamp James' immediate needs knowing there was flexibility to add users as and when they needed to in the future. The firm benefits from a resilient and secure system that is continually upgraded at cloud level. These updates are included in a fixed monthly fee, along with ongoing support and free calls to UK landlines and mobiles.

The Gamma Horizon solution also meets the mobiles needs of the partners, who are often away from their desks in meetings or in court. Their desk handsets are twinned with their mobile devices to enable them to make and receive calls while they are on the go. This means the firm should never miss a call from existing or new clients.

Similarly, calls can be diverted to mobile or other landline numbers if an issue occurs with the main line into the office, so the firm always remains contactable.

This telephone system uses the internet connectivity supplied by the serviced offices, so Stamp James did not need to pay for any additional voice lines.



Office 365

Stamp James needed email addresses, email accounts as well as all the other applications required for a modern-day office, such as Word, Excel, PowerPoint, etc. We provided them with Office 365 Business Premier licences and a domain name for their website and email. They also benefit from file storage and file sharing with 1TB of OneDrive storage, plus a company-wide intranet and team sites with SharePoint. All these applications can be installed on five phones, five tablets, and five PCs or Macs per user for a fixed monthly fee.

IT support

Without an IT manager on site, the firm were pleased to put their desktop care in the hands of our IT support team. We provide a proactive IT support package that gives Stamp James total peace of mind with end user desktop support, proactive monitoring, break-fix and on-site repairs.

Stamp James needed all this in place in matter of weeks to be able to launch their business as planned. Our project manager oversaw the installation and subsequent training, so that the firm could begin work as quickly as possible.

The firm is now looked after by a dedicated account manager to ensure they remain completely happy with their solution. Stamp James can also call upon our support desk and customer service team should they need to.

"The whole deployment process was superb. The project manager did an amazing job; he really shone through during the whole process. The engineer was equally brilliant when he came to site. He was open, honest and showed professionalism."

"I felt this was a quality solution and we chose swcomms due to their locality and reputation. I have been singing your praises!"

Tristan Courtney, partner