

CUSTOMER EXPERIENCE



ABOUT HENMANS LLP

Henmans is an established regional law firm with a national reputation for heavyweight expertise in its specialist areas. The firm has undergone steady expansion in recent years and continues to grow, becoming a significant presence in its chosen field. Website:

For more information visit
www.henmansllp.co.uk

CUSTOMER NEEDS

- A solution that would help unify two merged offices
- Increased opportunity for flexible working from home and within the office environment
- A flexible solution that would grow with the business
- Simple to deploy and use technology

“We were working to a very tight timescale and the system needed to be up and running quickly, so it was essential that it be simple and intuitive to use. Often the biggest challenge when introducing new technology is getting employees to buy in to it, but in this case employees adopted the new system rapidly due to its ease of use.”

– Colin Paice, Henmans

Henmans LLP makes the case for IP

Henmans LLP is the premier legal firm in Oxford, with several practice areas recognised as the leading experts in the Thames Valley. The firm has a national reputation in its specialist areas, handling commercial and personal matters for a wide range of clients. Henmans also acts for a large number of third sector organisations and insurers. The firm has undergone steady expansion in recent years and continues to grow, becoming a significant presence in its chosen fields.

Consolidation the Catalyst for Change

In April 2007 the firm merged its 150 staff and its two sites, originally in Woodstock and Oxford, into a single building on the Oxford Business Park. The merger provided the ideal opportunity for the Henmans IT team to undertake a full review of the organisation’s communications infrastructure and to assess the firm’s requirements going forward.

The older sites had legacy systems, which were nearing end of life and due to time constraints the team was looking to install and pre-configure a new system prior to occupation of the new site. The chosen solution needed to be a cost effective, scalable solution that could facilitate flexible working going forwards.

SOLUTION COMPONENTS

- Mitel 3300 IP Communications Platform (ICP)
- Mitel 5340 IP Phones

RESULTS

- A unified and integrated telecommunications system
- Flexible working capabilities
- A straightforward, user-friendly solution
- A robust network offering staff a reliable communications infrastructure

The Solution

Henmans wanted to explore how IP telecommunications could help reduce costs and maximise take-up of the organisation's flexible working practices.

Henmans conducted a comprehensive review of the IP solutions available in the marketplace, which included consideration of a hosted option, the team agreed to implement a Mitel® IP Communications solution. This comprised the Mitel 3300 IP Communications Platform (ICP), in conjunction with Mitel 5340 IP phones, as this combination was felt to offer the best fit for a single site organisation with in-house IT expertise.

Simplicity the Key

The 3300 ICP was installed and configured prior to the office move over the Easter bank holiday weekend in 2007. With time tight, it was essential that the solution worked seamlessly from day one.

Colin Paice, Henmans Head of IM&T, comments: "We were working to a very tight timescale and the system needed to be up and running quickly, so it was essential that it be simple and intuitive to use. Often the biggest challenge when introducing new technology is getting employees to buy in to it, but in this case employees adopted the new system rapidly due to its ease of use."

The new Mitel installation has had a marked impact on Henmans's working practices. Colin explains: "Due to the increased functionality of the Mitel IP solution users can now hot-desk from anywhere in the building, so they use the same extension number to access all the functionality that would be available at their desk, from wherever they are."

Additional features of the 3300 ICP that have been readily embraced by Henmans including the inbuilt audio conferencing facilities. And, while IP provides a cost-effective solution, the choice of the energy saving 5340 IP phones means reduced power consumption and environmental impact.

Colin adds: "By allowing flexible methods of working we can help continually to improve the office environment, investigate cost savings and potentially streamline business processes to improve efficiencies".

Looking Ahead

Mitel's IP telephony is a business enabler that has proven easy to install and manage, with outstanding functionality. For Henmans telephony is an essential communications tool and staff require a robust telephone network that they can rely upon.

With the new system bedded in, Colin Paice and his team are looking to maximise the benefits that the Mitel solution offers – encouraging colleagues to embrace the full functionality of the network.

Colin concludes: "Over the next 12 months the aim is to optimise the solution by further rolling out home working. We are also currently investigating screen announcements via the 5340 IP Phones as an additional communication mechanism in the case of a powercut or emergency situation."

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