

Legal eagles Forsters swoop for IP Telephony

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Top City Legal Firm Saves IT Management Resources and Empowers Users With Enhanced Messaging Capabilities

Hook, UK, 17 July 2005: Leading London law firm Forsters has awarded a £120,000 contract to implement a new IP Telephony (IPT) system replacing its old voice platform. The hassle-free implementation of the complex solution coincided with the firm's move to new premises in Mayfair, and was selected in order to realise better work productivity, employee mobility and reduce overall communications management costs. The 150-extension IP solution from Mitel®, a leading provider of IP communications solutions, was implemented by Matrix Communications.

Following reliability difficulties and an inability to offer the required calling and messaging features, Forsters' ageing 15 year-old Siemens PBX system had been declared as 'end-of-life'. IT Manager Andrew Meade led the search to find a new solution able to help the company move forward. "The Mitel IPT system integrated by Matrix answered all of our immediate problems and gives us a platform on which to build exciting new services such as unified communications, videoconferencing and cordless telephony, helping boost our future productivity," he said. "We have dramatically reduced the time and resources required to add and change new extensions, and our users have benefited from a totally non-disruptive transition to enhanced calling and messaging functionality during a turbulent office move."

The Mitel 3300 Integrated Communications (ICP) at Forsters allows administrators to assign phones more than six times faster than before – a crucial improvement given the highly dynamic nature of case teams within the practice. Forsters opted to roll out the full solution across the company after conducting a pilot scheme within the IT department user group.

"The Forsters project is another excellent example of how a properly planned and integrated IP telephony solution can bring fantastic benefits to an organisation's life, in a simple and straightforward fashion" said Neil Sturgess, Head of Voice at Matrix Communications. "IPT can bring about immediate cost savings and simplified management; but also enable a whole new suite of functions which free users from the constraints of the office and allow maximum productivity wherever they happen to be."

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About Matrix Communications

Matrix Communications, a wholly owned subsidiary of Matrix Communication Group plc (www.mxcplc.com), is the UK's foremost independent IT integration company. Specialising in 'best of breed' versus 'best of brand' technologies it's innovative solutions and services encompass the full IT spectrum including voice, data, security, storage and carrier services.

Combining a consultative, customer oriented approach backed up by a comprehensive support structure that offers 24x7x365 support services anywhere in the world, it is fast becoming the IT solutions provider of

choice in the UK.

About Forsters

Forsters www.forsters.co.uk is a leading London law firm with offices in Hill Street, off Berkeley Square in Mayfair. Forsters provides a wide range of services to corporate clients and private individuals. Forsters is best known for its property and private client work but also has important corporate, commercial and litigation practices.

About Mitel

Mitel is a market leader for voice, video, and data convergence over broadband networks. With a focus on the user experience, the company delivers advanced communications solutions that are easily customised for individual business needs.

Mitel solutions extend from intuitive desktop appliances and applications through to Applications and Services Gateways that enable business process integration and enhancement. Customers are provided with innovative ways to leverage their resources and migrate to the benefits of IP communications at their own pace. Mitel is headquartered in Ottawa, Canada, with offices, partners, and resellers worldwide. For more information please visit www.mitel.com.

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