

# 10 years of Unified Messaging at Legal Firm

Submitted by: Alison Hall PR

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Commercial law firm Lewis Silkin has been successfully unifying communications for 10 years.

When unified messaging was first introduced to the Firm by their IT Director, Jan Durant, AVST's CallXpress was supplied by Avanquest and integrated with a Mitel® PBX, Novell's GroupWise and Citrix.

CallXpress provides a strong foundation on which to base a communications strategy. It is switch and system independent, so easily extended to provide extra functionality as the demands of the business dictate and as funding allows.

Ten years ago, emails and voice messages ended up going to the wrong people. Because users could only access communications when they were in the office, a lot of time was taken up sorting this out, detracting from the real job – legal advice!

The challenge was to improve and unify communications for fee earners across multiple locations to give real time access to voice, fax and email messages through Outlook, and free up office time.

As the needs of users changed and technology developed, CallXpress was integrated with Exchange 2007 and is now fully IP enabled.

Lewis Silkin's 260 mobile IT users are able to be immediately notified and access/forward voice, fax and e-mail messages via Outlook from any location – using their Blackberry or any other web enabled device.

“Unified Communication is a great asset to the practice” said Jan Durant. She went on to say that users fully support the communications strategy within Lewis Silkin and although they might not fully appreciate all the benefits, those that move on often comment later on how they miss it. “It is like electricity, it is always there” said Jan.

Further information on CallXpress and other unified communications solutions from Avanquest can be found can be found at <http://www.avanquest-solutions.co.uk>

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