



The Wilkes Partnership

Spectrum SIP Voice Services Outclass Traditional Telephony

Client

The Wilkes Partnership

Sector

Legal

Services Provided

Commercial Telephone Systems, Business Ethernet, SIP Trunking Providers

Profile

Wilkes are one of the leading independent medium-sized UK law firms operating from the Midlands region. They provide a wide range of specialist expertise aimed at their core clients – businesses, individuals, financiers and charities.

Wilkes provide company & commercial, corporate finance, employment, real estate, planning and regulatory, property litigation, commercial litigation, commercial recovery, insolvency services, tax planning, as well as divorce, wills, trusts and probate.

Solution

- IP telephony solution blending SIP and ISDN services.
- Centralised Avaya IP Office telephone system.
- New fast Ethernet LAN infrastructure.
- High speed inter-site links.

Results

- Resilient, feature-rich, highly scalable, consolidated and future proofed platform.
- Cost saving through rationalisation.
- Improved employee access to communication tools.
- Enhanced network availability.

The Challenge

Wilkes is in an acquisitive mode and is expanding quickly. Their internal telephony had become outmoded and impractical to expand across a growing number of locations or provide flexible multimodal communications.

Wilkes also needed to upgrade internet connectivity, improve inter-site connectivity and move away from circuit-switched telephony to be able to retain existing telephone numbers across locations.

At the same time the chosen telephony solution needed to be robust and resilient to protect their business-critical communications.

Spectrum's Approach

Spectrum worked closely with Phil Yates, Partnership Secretary, to provide the best possible solution for Wilkes, while at the same time ensuring that the new solution would allow enough flexibility to cope with the changing needs and further expansion of the business.

Spectrum proposed that Wilkes migrated over to an IP telephony solution with a mix of SIP and ISDN services to offer the maximum flexibility and resilience.

A Centralised Avaya IP Office telephone system provided Wilkes with a single platform from which they could support desk based and flexible worker profiles within the business. This also gave the ability to expand across locations encompassing new buildings or newly acquired businesses.

A new fast Ethernet LAN infrastructure was provided with Power Over Ethernet to support IP telephony.

Business grade high-speed internet and inter-site links were provided to sites supporting remote IP telephony clients and users growing data demands.

The solution also provided a fully unified communications solution, integrating their mobile estate into fixed office infrastructure.

The Results

An easily managed, resilient, feature-rich, highly scalable and future proofed platform which is adaptable to suit the business growing needs and capacities.

Consolidation, increased flexibility and cost savings for delivery of network services using Spectrum SIP product.

Comprehensive improvements in network/data availability via the deployment of a high speed highly available LAN/WAN solution.

Employees now have access to a wide range of communication tools, from mobile twinning to IP softphones. This offers greater flexibility in handling client interaction and internal team working.

These considerable benefits were combined with the design, procurement and complete lifecycle delivery offered by Spectrum.



Be better. Always.

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