Setfords Solicitors

iPECS
AN ERICSSON–LG BRAND

About Setfords

Setfords Solicitors are one of the UK's fastest growing legal practices and have built an innovative business model that has disrupted the staid and steady world of solicitors.

Communication is at the heart of their business model and has been the key to them winning and retaining customers.

Key Features

- iPECS600
- 260 DDI
- 55 local IP phones
- IP Attendant for office reception providing full on screen control and presence
- iPECS LIP 8012E handsets were deployed for all users providing a simple and intuitive featureset and most importantly easy remote connection without the need for VPN.
- Each handset was paired with an office based reception enabling additional support for each remote worker.
- Two DDI - 1 direct on remote phone and 1 to centralised receptionist using ACD call queuing

The Challenge

Setfords work with solicitors across the UK, the majority of whom work from home or from a remote office location. Setfords required a communication system that could easily support remote workers and help them to meet the continuing demand for adding many new remote workers each month.

Setfords faced a number of major pain points with their current solution:
- Constraints placed on the number of remote workers they could support and the use of VPN for access.
- Office staff struggled to support remote workers without visibility of their presence and status.
- New users being added took a long time and involved significant cost, resource and inconvenience.
- Cost control was an important factor as remote workers call costs needed to be reduced.

Reliability of their communications was key, as customers needed to trust and have positive experiences with the innovative new way in which Setfords were delivering legal services.

The Solution

A solution was built based on Ericsson-LG iPECS technology combined with SIP trunk network connectivity. The iPECS acted as an enabler to Setford's business model and growth plans, empowering them to unlock the potential in their business and helping them to scale to achieve growth.

- The core system is an iPECS600 ensuring significant room for growth as many new users are added each month.
- The time taken to establish and equip a productive new team member has been dramatically reduced.
- Remote worker access and uptime is now 100% due to iPECS VPN-less technology
- A centralised office reception has improved customer service.
- Internal collaboration and team support has improved with better communication.
- Costs have been reduced thanks to SIP network connectivity.
- Business continuity planning has been implemented utilising SIP network technology, ensuring Setfords can respond to crises or issues.