

MacRoberts LLP

MacRoberts LLP is one of Scotland's pre-eminent law firms, with 40 plus partners and 300 staff working from offices in both Edinburgh and Glasgow. The firms clients include leading UK and international businesses, financial institutions, public sector organisations and private individuals.

MacRoberts LLP Glasgow office move to the Capella development on Atlantic Quay in June 2010 in the heart of Glasgow's International Financial Services District (IFSD) was one of the key drivers for upgrading the capability of its IT and telecoms systems, as well as making sure it uses technology to maintain a leading edge in a highly competitive business environment.



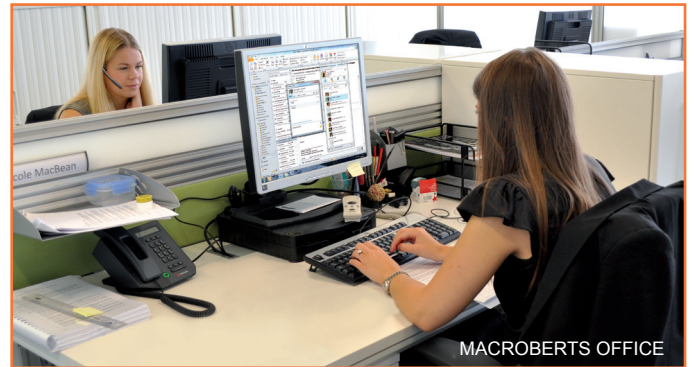
Solution required

MacRoberts wanted a telephone system that embraced new technology including Voice over IP (VoIP) and conferencing. As a major legal firm it needed to provide the best affordable system to fee earners and clients who need access at all hours, both in and out of the office.

Solution delivered

Exactive was chosen to install Microsoft Office Communications Server 2007 R2, as the most cost-effective and workable solution. This has now been upgraded to Microsoft Lync.

This combination introduced and integrated a range of Microsoft product features, including Instant Messaging (IM), Presence, audio and video conferencing and Voice.



Applications utilised

Exchange 2007 Unified Messaging
Microsoft Lync

Client comment

"We started with an evolutionary pilot in our Edinburgh office, with 100 users using instant messaging & presence, unified messaging, audio, video and web conferencing and enterprise voice (Voice over IP (VoIP)). This was so successful that within six months we had converted the whole office to Office Communications Server and switched off the old PBX system. We concluded that this would be a winner for the new Glasgow office too and would actually help facilitate the move. We were right, it went so well that we have now upgraded to Microsoft Lync.

Exactive has a responsive and very committed team who have a real in-depth knowledge on Unified Communications using Microsoft's products such as Lync and Exchange. They worked really hard to understand the business need and know how to meet it.

Robert Crichton,
Director of IT Services, MacRoberts

“We have trained up people internally, with Exactive’s support. Exactive has a responsive and very committed team who have a real in-depth knowledge on Unified Communications using Microsoft’s products such as Lync and Exchange. They worked really hard to understand the business need and knew how to meet it.

“This has delivered a real competitive edge, with key features such as video conferencing, desktop sharing and federation. Ultimately we can use the federation feature to provide an even greater level of customer service to our clients and help them to federate with others within a MacRoberts federation framework.

“In terms of value, we saved a lot of money for the Capella office move by unifying the voice and data networks and by removing the need for traditionally expensive PBX maintenance, as well as a big reduction on call costs. We are seeing a real RoI (return on investment) already. The use of Presence and Remote Access has also brought real rewards.

David Flint one of our TMC Partners has used the Microsoft Lync solution right from day one to carry out business and team meetings whilst working from as far away as China. Legal work is teamwork, and these solutions promote team-work really well.”

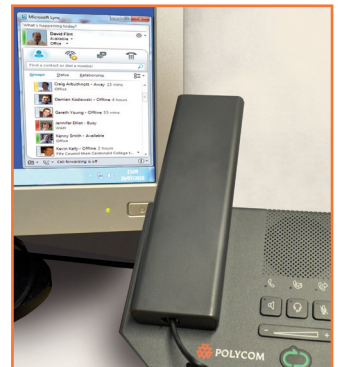
Robert Crichton, Director of IT Services, MacRoberts.



A CONFERENCE USING THE CX5000



MACROBERTS RECEPTION



Exactive comment

“MacRoberts is a very progressive organisation and the first major Legal firm in the country to adopt this solution – they had a real vision of how this technology could really set them apart from the competition and it is exciting to see how the technology is helping transform communications within the business.

“They are seeing real tangible benefits in terms of time and cost savings. It’s the perfect communications and collaboration system for legal firms who have to provide a responsive service, because of the way they operate across offices as well as working closely with clients and other third parties.”

Scott Millar, Managing Director, Exactive.

“It’s the perfect communications and collaboration system for legal firms who have to provide a responsive service, because of the way they operate across offices as well as working closely with clients and other third parties.”

Scott Millar, Managing Director, Exactive