

Barwells Quality Solicitors

Quality Solicitors Barwells offer legal advice and services to both individuals and businesses. The group consists of 5 law firms operating in the South of England, with offices in East Bourne, Hailsham, Seaford, Newhaven & Peacehaven.



**QualitySolicitors
Barwells**



Summary of requirements

- Upgrade of legacy Samsung telephony infrastructure and equipment.
- Give employees working on the road full access to the communication system as well as single number use with voice mail to email.
- The solicitors were looking to cut costs on both telephone calls and line rental.
- There was a desire to improve connectivity between the 5 business sites.
- The law firm wanted certain employees to have access to soft phones.

Solutions and services provided

- West Pier provided a mixture of Office Worker and Power User IP Office licenses as well as Avaya's One-X Mobile App.
- A new high speed MPLS network was deployed to improve inter-site connectivity.
- Barwells had an Avaya IP phone system installed allowing for free calls between their 5 sites.
- The businesses ISDN phone lines were converted to SIP.

Business Benefits

- Converting the businesses ISDN phone lines to SIP slashed Barwell's line rental and call costs.
- Avaya's One-X Mobile App allows staff who are using their mobile phones when out of the office, and still have the same access to the businesses telephone system as people who are in the office. In addition to this One-X allows these staff members to be reached on the same number regardless of their location.
- The new MPLS network that connects the sites has improves the connectivity speeds between the sites.

Testimonial

"One of the main reasons we chose West Pier was their expert knowledge of telephone systems, LANs, WANs and supporting products. Their ability to keep our existing solution running normally whilst installing a new phone system across 5 sites was essential to us as this reduced risk and disruption to our business. This was important to us as phone calls are how we make our business work. We were delighted with how smoothly our upgrade went and the costs we are now saving."

Managing Partner at Barwells Solicitors

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If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0344 264 5522 or email Matthew van Til (matthew.vt@westpiertele.com)

Avaya IP Office Tell Me About Guide: [View Here](#)

