



How a global law firm consolidated its communications to improve the user experience



When you're a leading global law firm, not only do you need seamless and cost-effective communications, but a secure service.

By adding voice calling to Microsoft Teams with our global SIP network via direct routing, HFW now has a flexible cloud-based phone system. Giving them the scalability, improved user experience and reduced infrastructure costs that cloud telephony brings.

HFW is a sector-focused law firm, with over 600 lawyers and 1,000+ employees working across the Americas, Europe, the Middle East, Asia and Australia.

Whether they're solving complex issues within the construction, aviation or shipping industries, or providing advice across insurance, commodities and energy, the business prides itself on adding value to their clients, as well as its creative and collaborative culture.

That's why, to take its business into the digital future, HFW needed to dial up its Teams experience by adding digital telephony.



HFW

Company name: HFW

Location: 20 offices worldwide

Employees: 1,000+

Industry: Global law firm

Products: Voice Calling with Microsoft Teams and Global SIP

The challenge

With 20 offices worldwide, HFW required secure telephony that would replace its existing solution and seamlessly integrate with its Microsoft Teams cloud collaboration platform, to improve customer and employee experience.

So, with the firm's London office relocating, its existing on-premise solution reaching end of life, and the deadline for the UK to move to a fully digital network by 2025 fast approaching, HFW saw this as the perfect opportunity to integrate its communication and collaboration tools. To empower its people to work from anywhere and meeting HFW's ambition to move to a consolidated, digital and cloud-based global unified communications (UC) infrastructure and service, to thrive in an all-IP world.

Having partnered with us over the years, and with our deep expertise and extensive capabilities in cloud, networking, security and creating UC solutions, HFW approached us to design, deliver and support their plans to simplify their operations. One of the main challenges was to make the transition to digital voice as simple and seamless as possible, to minimise the impact on the firm's partners and staff. The telephony itself needed to be straightforward, to ensure successful end-user adoption and deliver maximum customer value.





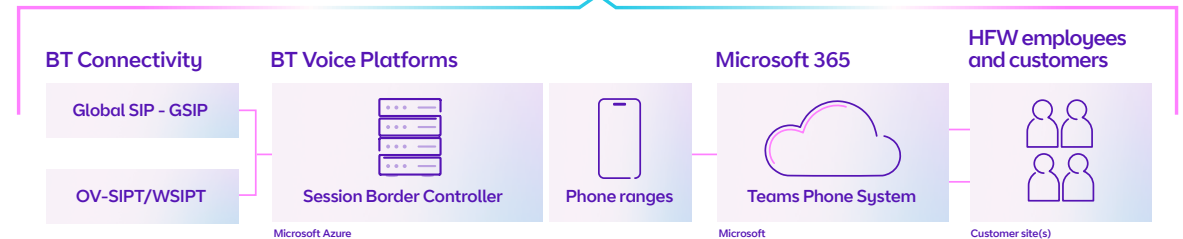
The solution

HFW is a global law firm. That means it's essential that its people and customers have the right tools to be able to communicate and collaborate effectively, flexibly and seamlessly, wherever they're working.

With that in mind, we proposed consolidating their UC through a single solution – Voice Calling with Microsoft Teams – powered by BT, with Global SIP. Thereby replacing their legacy telephony and giving HFW a direct routing capability that provides cloud-based calling to Microsoft Teams. So employees can make and receive calls directly from Teams, regardless of device or location. And ensuring that HFW benefit from the low latency, high availability and greater network visibility our service provides, across its global operations.

With our standard service, customers get access to all of Voice Calling with Microsoft Teams features, like unlimited minutes and 24/7 support. HFW decided to utilise our managed service, where we look after the day-to-day running of its UC estate, including voice and meeting change requests. Plus proactive monitoring and a single point of contact for support and maintenance. Allowing the firm to focus on what matters most – building a responsible, sustainable business that puts its people and clients first.

Managed service, Security monitoring and Global Presence





The result

By consolidating HFW's infrastructure entirely on Teams over Global SIP, the business has accelerated its digital workplace strategy and improved its scalability. The business now has a more reliable, high-quality voice service across all of its global operations, and the forward-thinking flexibility it needs to better serve its people and clients.

Combining voice and data networks and removing legacy PSTN interfaces, Global SIP has many benefits. It's fully compliant with in-country regulation. Number porting means the business could carry its existing phone numbers across all countries to Teams at no extra charge. And HFW now benefits from inclusive call plans, offering significant cost savings.

Working closely with HFW's project teams, replacing the firm's legacy telephone system was seamless, with minimal disruption to the day-to-day running of the business. And the firm's employees have reported a much-improved user experience. Before, if they wanted to take a call, they'd have to jump off Teams and use their phone. Now, they can enjoy one-click calling within the Teams platform, one call history, combined voicemail, and unified presence across devices.

That means Partners and staff can seamlessly switch from a mobile voice call to Teams to instantly access extra features like live transcription, increasing productivity and collaboration. All in the knowledge that their data and devices are secure, and compliant. And they don't have to worry about any annoying lags or delays to their calls either, as our network offers 99.999% availability – always on, wherever you are in the world.

Life is a lot easier at HFW's new London office, too. The team can hot desk and enjoy their new, flexible workplace, giving them the freedom to work wherever and however they want.

Not only has HFW consolidated its infrastructure, but it's also rationalised its suppliers and leveraged its investment in Microsoft. With us taking care of everything, the business only has to liaise with a single global provider. And that means simplified billing, support, maintenance and management – saving both time, and money.

“By delivering Teams telephony, BT demonstrated its experience and global capability, supported by an understanding of HFW's business objectives.”

John Court, Global Director of Information Technology

We're currently working with thousands of UK businesses to connect their people with the power of the cloud, and secure their digital future. To find out more visit

business.bt.com/teams



Offices Worldwide

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