

Solicitors Make the Right Move

Investment in a secure, resilient IT platform will make future growth easier for leading Leicestershire law firm.

Growth in Lawson-West's Wills & Probate, Family, Employment and Commercial law practices in Market Harborough meant that it needed to move to larger premises.

The move presented the organisation with the ideal opportunity to review its IT and communications strategy. With three practices in the county, that strategy needed careful consideration to sustain future growth.

Lawson-West brought in specialists Abtec Network Systems to help create and deliver that strategy. Vicky Jones, Director and Head of Personal Injury, lead the project and comments "We had experienced a number of challenges with our current supplier and wanted to work with someone who could help us build the right strategy."

IT Strategy

As well being a leading IT and communications provider, Abtec's head office is local to Lawson-West. Vicky continues "It's great to work with Abtec's team face to face. It's made the process much easier."

After several workshops with Lawson-West, Abtec presented a strategy that would resolve the firm's immediate concerns and long term growth plans. Running several marketing campaigns encouraging inbound calls, a flexible and reliable communications infrastructure is vital to the company's growth. Reliability and flexibility are at the heart of Abtec's strategy.



Lawson-West is a high profile law firm in Leicestershire. It offers a range of private client and commercial legal services, with down-to-earth, jargon-free legal advice.

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Vicky Jones

Director, Lawson-West

Flexibility and reliability

The first step of the plan was an upgrade of Lawson-West's wide area network. Andy Beynon, Managing Director Abtec Network Systems, explains, "Reliable networks are the foundation of reliable IT infrastructure. Abtec's network has resilience and reliability built in at the core."

Abtec replaced the incumbent supplier's network with its own. In addition to lowering Lawson-West's costs, the new network is faster, has resilience built in and backup connections too. The company also installed a managed firewall to provide appropriate internet access security policies.

Cloud hosted telephony

After fitting out the solicitor's new Market Harborough office on Roman Way, the team began work on the communications system. The company chose to use Abtec's Hosted Voice communications system. This telephone system resides in Abtec's private data centre rather than on the client's premises. It offers sophisticated call routing and telephone features without the capital expenditure of a traditional, on premise, telephone system.

Another benefit of Abtec's Hosted Voice service is that it operates just like a traditional telephone system; even though calls are received in Abtec's data centre and routed over its private network to individual handsets. Clients call the office and staff take those calls. Residing in the cloud makes it much more flexible than a traditional, ISDN connected, telephone system. Additional calling capacity, for example, can be added quickly without having to wait for an engineer to connect new telephone lines.

The start of a partnership

The new network, and Hosted Voice technologies, represent the first step in realising Lawson-West's new IT and communications strategy. Abtec has delivered an infrastructure upgrade that is resilient, reliable and has the flexibility to respond to Lawson-West's needs quickly. The next stage of this process is extending the Hosted Voice service to Lawson-West's other sites.

"I'd like to say a massive thank you to Abtec on behalf of Lawson-West for all the help provided." comments Vicky, "This enabled us to complete our office move and introduce our new communications system on time and without any problems."

We provided:

- *IT strategy support*
- *Wide area network*
- *Managed firewall*
- *Hosted communications system*



An Abtec engineer deploys the cloud based communication system.