

LEADING SOLUTIONS ENHANCING BUSINESS AGILITY

THE BACKGROUND

Marchant Harries is a legal practice run by six partners and backed by a 15-strong team of solicitors, paralegals and support staff.

Established nearly 100 years ago, Marchant Harries provides a range of private client work, specialising in core legal areas, such as; wills and probate; family; litigation and disputes; personal injury; medical negligence and crime. This South Wales leading law firm, which operates from two offices based in Aberdare and Hirwaun, prides itself on delivering a friendly and professional service- giving its client base one port of call for all their legal needs.

THE CHALLENGE

Prior to working with Daisy, Marchant Harries had a traditional phone system in place with another supplier. The practice, however, found that this system was very outdated and had limited functionality. When the system broke down, Marchant Harries decided that, rather than replace like for like, it was time to upgrade its telephony.

Working across two different offices, Marchant Harries experiences a high volume of calls on a daily basis, originating from both clients and internal staff communication. The firm therefore required a solution which would be cost-effective, manageable and future-proof in order to adapt with the firm as it grows.

① AT A GLANCE

Company: Marchant Harries

Industry: Legal

Sites: 2

Employees: 11-20

Objective:

- To update their outdated phone system and upgrade its telephony to make it easier to work across two offices and deal with the high number of calls.

Solution:

- Daisy implemented its hosted telephony solution CloudSelect™ Voice (CSV) across the business.

Product:

- CloudSelect™ Voice (CSV)

Results:

- The business can now essentially provide a 24 hour service to its clients
- Voicemail messages are automatically sent to the fee earners and staff
- Enhanced quality of communication

THE SOLUTION

In order to provide Marchant Harries with a modern telecommunications system that would meet its requirements, Daisy proposed implementing its hosted telephony solution, Hosted Voice Select (HV.Select), across the business. Daisy CSV is a telephone system hosted on the internet, which provides users with a range of call management features such as voicemail, call redirection, email integration and a web portal for ease of control.

Michael Thompson, a Partner at Marchant Harries, said: "Cloud-based software is the future and that was the direction we wanted to head in when upgrading our telecoms with Daisy. We are focused on expanding and developing our business and it is therefore vital that our IT infrastructure is flexible and sustainable for the future."

THE RESULT

As a result of implementing Hosted Voice Select (HV.Select), Marchant Harries has experienced a whole host of benefits.

Michael Thompson said: "Our new telephone system is significantly better than what we were using before and having used the range of dynamic features CSV offers, it's hard to imagine how we ever coped with our previous more basic system.

"We were very impressed by Daisy's offering and service delivery, in particular the full day of training which was provided to our staff. Since the implementation, we have benefitted from enhanced quality of communication and the ease in which we can manage client contact.

"With the new system in place we can essentially provide a 24 hour service to our clients, as even when the offices are closed, they can leave voicemails with ease and be assured that we will return their call at the earliest opportunity.

"Our voicemail messages are automatically sent to our fee earners and staff who all have their own email accounts, which means we can pick up client messages while we are on the move, to avoid delay and keep client satisfaction to an optimum."

Looking to the future, Marchant Harries plans to open a new Hirwaun office, and move towards increased uptake of online software.

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Michael Thompson, Partner at Merchant Harries

NEXT STEPS

Contact Daisy today to discover more. Our team will be glad to help.

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Or if you're an existing customer, get in touch with your account manager directly.

we are daisy.
www.daisygroup.com