

Global law firm transforms legal practice with cloud-based communications.

Challenges

Services across multiple partners driving cost and management complexity

- **Support global operations** with reliable and secure solutions for 4,800 employees in 31 countries
- **Implement a scalable solution** with more advanced capabilities for cloud calling, meetings, and contact center
- **Minimize network costs** while transitioning to next generation technology solutions
- **Transition to contextual customer care** via cloud-based technology and databases that provide more insights and responsive service
- **Improve employee efficiencies** with new collaboration, chat, and calling tools

Solutions

Webex Suite (Calling, Meetings, Messaging), Webex Contact Center

- Webex Suite provides legal staff with calling, meetings, and messaging solutions for their global work locations
- Single cloud-based solution upgrades disparate multi-vendor solution
- Webex Contact Center transforms customer support with omnichannel digital first experiences
- Control Hub allows all services to be managed from a single web-based portal with detailed analytical reporting
- Cloud-based solution supports flexible work from virtually anywhere

Benefits

Multiple cloud products streamline communications with a fully integrated and flexible solution

- **Easily scalable cloud solution** to move additional functions off premise and expand calling and contact center on demand
- **Improve communications at lower costs** when services are purchased together in a bundle with the Webex Suite
- **Dedicated service team** provides post sales support and personal one-to-one service to resolve any issues
- **Worldwide reliable communications** across all company locations on one network under one contact
- **Improved customer support** with virtual 24x7 capabilities and technology to auto direct client calls to the next available free agent



2

Solutions Providers

46

Offices around the world

24x7

Global support

