

CASE STUDY:

Plexus Law selects Charterhouse Voice & Data to roll out cloud-based telephony that delivers advanced functionality.

Charterhouse Voice & Data have implemented a cloud-based telephony solution for Plexus Law. The streamlined solution delivers increased resilience, advanced functionality, and manageable costs.



The challenges that Plexus Law faced were to reduce operating costs, and establish an IT infrastructure that was more appropriate for their needs.



The Client

Plexus Law are a legal firm with office locations in Leeds, London, Liverpool, Halifax, Evesham, Edinburgh and Manchester. The firm has over 800 employees, and delivers a wide range of commercial legal services to a client base that spans multiple sectors.

The Challenge

Plexus Law was founded in 2015 as an offshoot of a larger legal firm. Plexus Law's IT systems were inherited from the larger firm, leaving them with an IT infrastructure that was unnecessarily large, complex, and expensive to maintain.

CVD advised the firm to move to a new nationwide MPLS solution that increased resiliency and achieved faster Internet connectivity. With these benefits the firm also achieved a number of cost savings when compared to their previous solution.

Alpesh Patel. Infrastructure Manager Plexus Law

"CVD have been great to work with from the very start. The telephony solution they have implemented just works, but when we do have queries they are very reactive"





The benefits

CVD migrated Plexus Law from physical on-prem phone system to a cloud based system with better resilience, it involved replacing their existing Alcatel telephony with a new Mitel solution. The 800 extension Mitel 3300 solution supported multiple offices with a contact centre solution, deployed in a multi-instance data centre environment for enhanced uptime and availability.



- **Increased Resilience:** the new Mitel telephony solution offers high levels of resilience, ensuring maximum uptime for Plexus Law's users.
- **Cloud-Based:** the solution is cloud-based, and provides Plexus Law with cloud failover along with dual links at a fraction of the cost of their previous solution.
- **Redundant Links:** redundant links at each site ensure that, in the event of an outage of the primary link, services will be maintained.
- **Advanced Functionality:** the solution provides advanced functionality, including mobile apps and softphones at home.
- **Manageable Costs:** the solution is streamlined, and allows Plexus Law to save money whilst implementing better technology.

Alpesh Patel. Infrastructure Manager, Plexus Law

"CVD's processes and service levels are good; our staff have a good working relationship with them"

Key points

The Solution

- Mitel 3300 Solution
- Multi-instance data centre

The Benefits

- Maximum Uptime
- Increased Customer Service
- Streamlined, cost effective
- Fail-over resilience
- Mobile & Cloud Software functionality



"Throughout our relationship with CVD, they have been flexible in meeting our needs. We have worked together on reporting and escalation, and CVD have even adopted a policy for us that didn't exist before. CVD have a strong Service Management team, and their services are continually reviewed and improved. It's great to have a single point of contact that we can rely on for service, alongside our Account Manager"

**Alpesh Patel. Infrastructure Manager,
Plexus Law**

About Charterhouse Voice & Data

Established in 1993, Charterhouse Voice & Data Plc is an independent, multi-award winning provider of voice, video, mobile, data connectivity and managed documents solutions and services. Our highly skilled experts create bespoke solutions that help business reduce cost, improve processes and enhance user experience.

5 Chapel Place, Rivington Street, London, EC2A 3SB | Tel 020 7613 7400 | www.cvd.plc.uk