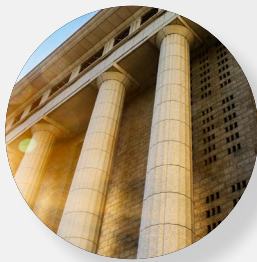


Long-term trust built over six years delivers massive gains for UK legal firm

The Customer

Clarion is an award-winning law firm and is in fact, the 3rd fastest-growing firm in the UK, boasting hundreds of retained household-name brands.

The service-led team is laser-focused on creating strong partnerships with its clients, taking the time to get to know them, their ambitions and legal challenges, to ensure Clarion enables its clients to grow, create and prosper where they can.



The Challenge

Dan Mitchell, Clarion's Head of IT was used to working with 'the big brands' in the telecoms Channel, but when he was sent a surprise four-figure bill after one employee attended a conference in the United States, he wanted to find a new supplier that wouldn't penny-pinch and profit unnecessarily from Clarion's constantly growing workforce!

Dan and Matt Jones, Contact's Operations Director, were old colleagues from 'back in the day', which meant Dan could trust the Contact team implicitly to deliver a great value Business Mobile service.

Dan reached out in October 2017 to transition Clarion's entire Business Mobile estate, consisting of more than 300 lines, focusing on consistent billing and budgeting.

Over the next few years, Dan was bowled over by the predictability and level costs of his Business Mobiles, thanks to massive minute bundles, data allowances and custom billing alerts, for Clarion's power users.

Then, in early 2019, Dan became increasingly frustrated with the lack of communication from the supplier of Clarion's 300-line phone system, as well as non-existent reporting functionality, which was making it near-impossible to gather metrics around call performance.

"We wanted to deliver an ever more 'high-end' service to our clients, but without a bird's eye view of our calls, we didn't know where to start. Plus, we had no account manager or point of contact. Even raising tickets was a struggle and it would take days to make even the slightest changes!"

Dan Mitchell,
Head of IT, Clarion

The Solution

Contact was then contracted to act as Clarion's IT support team, acting as a go-between for Clarion and the incumbent, to ensure its existing Avaya solution was well-maintained and secure while ensuring staff had a port-of-call for any issues experienced or changes needed.

In early 2020, Dan was already considering how Clarion could best embrace hybrid working to the fullest. Then Covid hit, and Contact was quickly in touch to suggest ways to help the Clarion team work remotely, proving the customer-led values of Contact and its team.

After exploring a couple of options, Contact recommended transitioning Clarion's entire telephony estate to a privately hosted Mitel system, ensuring data protection which is a significant responsibility, especially in the legal profession.

The new Mitel solution also included a suite of reporting and analytics features that would enable Clarion to understand its operation better, identify areas to address, and provide key metrics for staff productivity and performance.

"Clarion is all about service and we need to know that if we have a problem, somebody deals with it straight away before it impacts our clients, and the difference we've experienced since working with Contact has been light-years ahead."

Dan Mitchell,
Head of IT, Clarion

The Results

As Clarion closed offices during the first lockdown, Contact team members visited Clarion's key Front-of-House staff, installing new desk phones and delivering individual training at their homes.

"We've moved from a vendor that didn't align with our values, or give us the time of day, to a provider that prides themselves in offering a personal service and embodying a can-do attitude across the entire team... that's a partner for life in my book!" Dan Mitchell

All other company numbers were quickly ported over to the new system, with Contact project managing the entire delivery, even auto-directing DDIs to staff mobiles to ensure business continuity.

The insights provided by Mitel's call analytics have been transformative too, enabling Clarion to transition its call team to shift-based working, guided by metrics produced detailing call volume during various times of the day, enabling Clarion to better manage resources.

Now managing the entire voice estate, including business lines, mobiles and IT support, Clarion's team (and Dan especially) can rest easier, knowing their technology is in good hands.

All told, the trusting relationship built over the last 6 years has ensured Clarion could grow efficiently by reducing unnecessary spend on out-of-bundle mobile charges, ensuring productive staff by giving them an accessible resource to solve IT issues, and providing rich insights into call performance across their new Mitel telephony solution.

"Throughout the entire process, there wasn't a single drama – even during one of the most dramatic periods of all our lives when tensions were high, Contact truly went above and beyond to make sure we could operate in such an unpredictable environment."

Dan Mitchell,
Head of IT, Clarion

If you'd like to find out how we can help your business, **book a call** with us today.



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