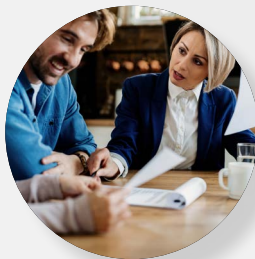


## Contact simplifies and futureproofs law firm's telephony estate

### The Customer

Based in North and East Yorkshire, Harrowells is a regional, multi-disciplinary law firm with 100+ staff spread across offices in York, St Saviourgate, Clifton Moor, Easingwold, Haxby, Pocklington, Malton, and Thirsk. The business enjoys a long and successful track record of offering high-quality legal advice to businesses, families and individuals.



### The Challenge

Harrowells had encountered a rise in technical issues with their current on-premises Mitel communications solution. These challenges were exacerbated as the company started acquiring other businesses, particularly when attempting to integrate all the ISDN-30 based systems into the overall infrastructure.

Furthermore, the previous supplier's disjointed customer service team meant customers were constantly being passed around between departments with no dedicated account manager to contact, delaying resolutions which in turn, had a significant impact on the firm's calling experience.

While Danny Garland, Harrowells' Head of IT, had resorted to solving issues himself, he knew that should the worst happen, the team would be on its own to find a solution. Determined to find a more involved supplier to manage his comms estate, Danny reached out to Matt Jones, a previous colleague from years gone by.

Given their relationship, Matt knew exactly what Danny's expectations would be regarding a technology partner – someone to recommend a new solution that would unify all of Harrowells' sites, ensure a simple and seamless day-to-day management experience and be on-hand 24/7 to solve any issues that appeared.

**"It was an absolute no-brainer for us once our contract had expired. We knew we were going to shift the solution and working with Contact has meant we have not looked back since!"**

Danny Garland,  
Head of IT, Harrowells

## The Solution

After performing a full audit of the business' comms systems, Matt and the team recommended migrating all offices to a unified SIP Trunking solution, enabling free calls between sites and future-proofing Harrowells from the PSTN switch-off at the end of 2025.

This required installing Mitel border gateways to manage the 300+ DDIs across the business, and direct calls to the correct location across both mobile phones and on-site deskphones, depending on the destination.

At Danny's request, Contact took the transition to SIP at his pace, ensuring no impact to the customer experience, understanding the different sites and any idiosyncrasies regarding internal processes and existing equipment to ensure a smooth deployment.

Transferring close to 400 numbers across 8 sites and successfully activating 300 DDIs, the entire project was completed within a 45-day timeframe. Remarkably, the day-to-day activities remained uninterrupted despite several delays from the incumbent during the number porting process.

**"Matt and the team took the time to understand us as a business, the processes and everything that's important to us to deliver the correct platform, an amazing level of service and to keep disruption to a minimum."**

Danny Garland

## The Results

Now, Harrowells has the foundations in place to plan and deliver its digital transformation strategy and make the preparations to move to a cloud platform, without having to worry about the December 2025 deadline to migrate its comms solution to a digital service.

With help from the team at Contact, Danny is exploring various platforms and their features to decide on the best hosted solution for the company's future, without worrying about simple issues and outages taking time away from his planning.

Plus, the consolidation of equipment and services has reduced the complexity of the solution, in turn requiring less maintenance and management by his team, further freeing up time to spend on other technology projects to improve the customer experience across the firm.

**"I'll always recommend Contact to other businesses I meet. We're no longer under pressure to upgrade to the cloud, so we can spend that time planning the right solution for the team, but even now, Contact has massively simplified the layout of our telephony estate, and we know they're ready at a moment's notice to solve any niggles we have with the system."**

Danny Garland

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



0330 333 0007



[www.make.contact](http://www.make.contact)

**Harrowells**  
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