



Empowering Collaboration through Unified Communications for Digby Brown Solicitors

Story Snapshot

Personal injury lawyers, Digby Brown Solicitors, wanted to modernise its Unified Communications system due to increasing support costs for its previous solution. Insight deployed an agile Microsoft Teams environment that would enable the firm to enhance communication and collaboration, both internally and externally.

Insight helped Digby Brown to:

- Update its outdated system, which needed to meet a unique set of requirements.
- Build a scalable, agile Microsoft Teams environment, enabling collaboration across stakeholders.



Background

Digby Brown Solicitors is Scotland’s largest personal injury firm and has been helping people for over 110 years. It is top-ranked in both global independent legal guides with Band 1 status in Chambers & Partners and Tier 1 status in The Legal 500.

The firm sought to modernise its Unified Communications system due to an aging and costly legacy solution.

Challenge

Digby Brown’s IT team recognised that the outdated system was becoming costly to maintain and that updating it would deliver a range of benefits.

Digby Brown engaged Insight to deploy a modern, cost-effective and agile alternative that would improve collaboration between staff, clients and business partners.

An impending renewal of its outdated setup meant it urgently needed an alternative solution. In just four months, Digby Brown needed a solution that could meet a unique set of telephony routing rules, enabling clients to quickly reach relevant team members, while delivering high-quality call recording and time capture capabilities.

“We now have a modern and reliable set of Microsoft collaboration tools that are helping us deliver exceptional client service and communication. This agile, scalable solution means we can focus much more of our time and expertise on areas that deliver business value and positive outcomes.”

Graeme Agnew, Director of IT, Digby Brown Solicitors.

“Insight project managed the modernisation of our Unified Communications and provided an excellent level of reporting. They brought a ‘no surprises’ culture, which is a key ingredient in achieving success.”

Graeme Agnew, Director of IT, Digby Brown Solicitors.



Solution and Outcome

Leveraging Insight’s expertise in Unified Communications solutions for legal entities, Digby Brown opted for a swift and agile deployment of a dynamic, cloud-based Microsoft Teams environment, across the entire business, that offered heightened resilience and long-term cost reductions.

Insight ran a ‘Modernise Communications Workshop’, following a comprehensive analysis of Digby Brown’s specific requirements. This resulted in a highly effective, Unified Communications topology, with advanced routing mechanisms, that seamlessly accommodated in-hour and out-of-hour calls.

By porting numbers from a previous PBX system onto a new Microsoft Teams environment through an Operator Connect topology, Insight worked with Digby Brown in supporting their hybrid working approach, with a per user single reach PSTN number.

During the deployment, Insight also integrated a Microsoft-certified third-party product to automate communication between contact centre and case management platforms. This has enabled Digby Brown to generate up-to-date ROI analysis from its digital marketing campaigns – a feat unattainable with the previous system. Additionally, to ensure compliance with call recording standards, Insight also recommended and implemented a certified call recording solution.

The ability to add cutting-edge elements to Teams has created a scalable, futureproof Unified Communications system that supports the firm’s growth ambitions and is capable of handling increased call volumes.

Why Insight?

As a leading Solutions Integrator, Insight is a specialist in Unified Communications.

Having already decided to transition Digby Brown Solicitors to a Microsoft Teams environment, Insight demonstrated its market-leading technical expertise and track record in deploying customisable Unified Communications systems that could meet the firm’s exact requirements.

Its experts routinely integrate third-party applications into Microsoft Teams environments, enabling Insight to help clients quickly deploy new services that are at the cutting edge of Unified Communications.

RESULTS

Cost savings

Digby Brown has leveraged its existing Microsoft Teams licence to deliver a modern, cost-effective system.

Integrated

Insight has successfully integrated third-party party solutions into the Teams environment to deliver further efficiencies.

Expertise

A specialist in Unified Communications, Insight quickly designed a suitable topology to meet Digby Brown’s requirements.

Scalable

Insight has created an agile, futureproof system that can meet the firm’s growth aspirations.