

CASE STUDY

Patrick McMahon Solicitors

Background and Challenge

With offices in Lurgan and Newry & Lisburn, Patrick McMahon LL.B Solicitors is a long-established general practice with experienced and friendly solicitors. The team at Patrick McMahon LL.B Solicitors advise and represent clients in a wide variety of legal matters & provide legal assistance to both individuals and businesses with a core value of providing legal services to the highest standards. With a phone system that was no longer fit for purpose at each location with issues around the systems future reliability, the team at Patrick McMahon went to market looking for a long term partnership with one of Northern Ireland's leading communications companies with a core focus of customer service & after care.

Solution

Simplicity Groups focus for this solution from a technology viewpoint was ensuring all sites were linked seamlessly, giving the ability to improve call handling for the business, being able to transfer calls across the sites to any users. With solicitors regularly working from different locations, it was important to have greater flexibility in the call handling for the system and being able to make ad-hoc changes swiftly and without hassle.

With Patrick McMahon LL.B Solicitors having core values around the high level of service supplied to their clients it was important that someone was always available to take calls. With this in mind we made a decision to utilise call overflow functionality to allow calls to spill to available users at other locations to ensure that the customer was always getting a personalised service rather than what could happen on the previous systems where customers could get engaged tones or voicemail due to the nature of the previous rigid phone systems. Such is the nature of the profession, solicitors can regularly be out of office and so the ability to easily transfer calls to the solicitors' mobiles was again something that's added greater flexibility and has really impacted the solicitors' work in a positive way as rather than having to wait to get back to the office to deal with missed calls and messages, the team can have their calls directed to them wherever they are.

As with all Simplicity Group installations the focus has to be on Quality, so utilising our Gamma Telecom Platinum partnership to provide a combined voice & data circuit enables us to ensure the end to end connectivity through to the hosted platform is all backed by Gamma who share the same values with Simplicity with a core focus on Quality of Service and Innovation.

Testimonial

My thanks to Simplicity Group and their team of telecom experts for the first class service provided and in particular to Matt your operations manager who has always gone above and beyond to provide a high level of service to our company. When setting out to look for a phone system, we really wanted a communications provider we could trust to give us the right advice and technology to help our business thrive. Simplicity Group is that provider and we are delighted to have such an outstanding business relationship with a company whose expertise and professionalism is second to none.

Peter Hearty

Director/Partner

Patrick McMahon Solicitors

Catherine Colton, Simplicity Group Business Development Manager says:

The two areas of focus when I met with Peter was Quality of "local" customer service and quality of the solution being provided from the connectivity through to the phone system functionality with a real focus on call management and utilisation, making sure that Peter's team can be contacted in the most efficient and effective way using the platform was something that has really enabled the team at Patrick McMahon LL.B Solicitors to get the most out of it. Over the many years Simplicity Group have provided VOIP the one thing that always stands out is making sure that the fundamentals are right, our customer service & account management structure which is driven by an experienced team and the first class connectivity and first class platform we supply our customers via our valued partner Gamma, this enables us to provide the high level of service to Peter and the team who we are delighted to be working with.