

# AVAYA



**Communication Solutions  
for Law Firms**



**IP Office—the “All-in-One” communications solution  
for small-and medium-size law firms**

IP Telephony

Contact Centers

Unified Communication

Services



# Over 1 million businesses rely on Avaya solutions

## Avaya helps you achieve your goals

Every small-and medium-sized law firm needs ways to reduce costs and improve the way it operates. Like every business, you're looking to keep all your customers, add new ones and grow at the pace that's right for you.

Avaya understands this. With over one hundred years of experience as a leader in communications, we know that the right solution for your firm is one that helps you increase profitability, improve productivity and gain competitive advantages.

## Get big business communications— at small business prices

Over one million businesses rely on Avaya solutions like Avaya IP Office—the award-winning business communications system that gives growing companies an “all-

in-one” solution for telephony, messaging, networking, conferencing, customer management and much more.

Growing businesses know they can rely on Avaya for big business capabilities at small business prices. Avaya has an entire division focused on the needs of small-and medium-size businesses. We support extensive research into new technologies and standards. And we make it easy for businesses like yours to acquire our solutions by offering an array of financing options.

## See what Avaya can do for you

You need a communications system—every law firm does. To find one that's right for your firm, start with Avaya. With solutions like IP Office, we're revolutionizing how small and medium businesses communicate. Now is the time to see what an Avaya solution can do for your business.



## IP Office: The Right Solution for Today's Law Firm

### 1 What is it?

A solution for voice and data communications, messaging and customer management. Uses IP technology to deliver more functionality at a lower cost. Get all-in-one capabilities. Pay as you go.

### 2 How can I use it in my business?

To connect with colleagues and customers... simplify access to information... keep remote workers in touch. To save money through conferencing, networking, time/call management, Voice over IP and more.

### 3 What are my choices?

Does your firm have one location? Multiple locations? Are you a satellite office of a larger organization? A home office? With IP Office you can choose from a range of models and add capacity, applications and phones, as you need them. Whether you have 2 employees, 200 or more, IP Office is the right choice.



# Serving client needs...simplifying remote access to information...controlling communications costs—Avaya IP Office is ready.

## Enhancing client service...increasing billable hours ...from the courtroom to the conference room, IP Office can deliver a host of benefits to law firms.

In a law firm, time is money. Better bottom line performance comes about through leveraging prior case work, minimizing non-billable activities and controlling expenses—without sacrificing customer service.

A communications system that supports these and other efficiencies is ultimately going to pay for itself through lower costs and greater revenue generation. And that's exactly what the Avaya IP Office communications system is designed to do for today's law firm.

### “Reach me anywhere”

Lawyers are away from their offices much of the time: in court, in depositions, at clients' offices, etc. This often results in endless rounds of telephone tag between attorneys, clients and other professionals.

IP Office not only helps eliminate telephone tag and increase accessibility, it enables mobile professionals to take control of their communications. Instead of requiring everyone to guess what number to reach you at, IP Office lets you establish a “personal number” that automatically forwards calls to a mobile, home, or other phone. At any time you can change the setting to have calls forwarded somewhere else. IP Office will actually “recognize” you when you call in. You can screen out unimportant calls. You can even have voice messages

routed to you as email and play them back through the soundcard on your laptop.

### Easy access to information

In a law firm, getting fast, simple, “anytime anywhere” access to files, opinions, memos, emails, faxes, etc. is a must. In recent years, “knowledge management” and “matter management” systems have become essential to improving operations and making information access more efficient. With the IP Office solution, law firms can now count on another ally in the battle to simplify information access.

With its secure networking capabilities, IP Office simplifies secure access to data servers, facilitating information retrieval from anywhere. The Unified Messaging capabilities that are part of IP Office simplify the routing of faxes and emails to any digital device—laptop, PDA, etc.

### It's easy to calculate your savings

Find out how much IP Office can save your firm with the IP Office Quick Calc Tool. Go to [avaya.com/ipofficeroi](http://avaya.com/ipofficeroi)



## Allocating costs, tracking time

In any law firm, a major portion of all billing is for work performed over the phone. Often many hours are devoted to accounting for time spent on the phone and gathering information to answer inquiries and negotiate settlements with clients who dispute these charges. Instead of manually tracking time and calling costs, IP Office can gather the information automatically and provide you with regular reports you can use directly with clients—and also help fight fraud and misuse of your system.

## Recording calls

In a law firm, recordings of important calls are both a convenience and in many situations a necessity. IP Office makes it easy to record calls when necessary and also to file and retrieve those calls, listen to them through a PC and also quickly scan them for important portions of conversations. The system saves recorded calls as industry standard .wav files that can be distributed via e-mail.

## Impromptu conferences

Today most law firms rely on outside teleconferencing services and pay substantial fees for the convenience—even if a conference call is scheduled and then

not held. Now there is an alternative—the Avaya IP Office system can provide you with your own private, secure conference bridge. Eliminate the fees you pay to outside conferencing services. Use IP Office at any time to set up a virtual meeting with six people on the call, or 60. Along with the audio call, IP Office Conferencing can broadcast documents on the Web. A firm that holds just a couple of one-hour conference calls a day with 4 participants (or more) can see a return on its investment in as little as 9-10 weeks (depending on location and provider fees.)

## Open for business?

When a storm or other natural disaster forces you to close your offices, can attorneys easily work from home and get full access to information, speed dial directories, conference call capabilities, etc? With IP Office they can. Also with IP Office you can automatically route phone calls to another office that may be open. Maintaining communications is essential to meeting business commitments. Avaya IP Office is there to keep you open for business.

*For more information about how Avaya solutions for law firms can benefit you, contact your Avaya Client Executive or Authorized BusinessPartner today or visit us at [www.avaya.com](http://www.avaya.com)*



## Fast Growing UK Legal Practice Relies on IP Office

Presenting a consistent, professional image in every communication is critical and not always easy when it involves fielding calls from hundreds of clients, each with their own pressing demands and each case working to a tight deadline. After expanding from its Central London headquarters by adding new offices in Croydon and Brixton, Sam Moseley & Co., one of the leading solicitors' practices in the South East of England, decided to take advantage of the enhanced capabilities and cost-savings made possible by Avaya IP Office.

Instead of three separate phone systems, incoming calls are now managed by a receptionist in one location and distributed transparently across all three offices. Calls are routed over the firm's existing data network—essentially traveling for free. Lawyers and staff used the PC-based Phone Manager application for speed dialing, point-and-click access to features and to quickly see the identity (and potential urgency) of incoming callers. The ability of IP Office to support remote workers means mobile and homeworkers can be as effective in a remote location as they can be in the office. And scalability and modularity of the IP Office solution means it is ready to support the firm's rapid expansion.



## You Have Questions...Avaya Has Answers

### Does my current phone system give my firm what it needs?

If it is based on old technology, probably not. Your competitors may be faster and more professional. IP Office delivers the capabilities that allow you to overtake the competition.

### Do I need to understand the technology to implement it?

No. IP Office is designed specifically to give you more functionality without making more demands on your resources. Rely on your Avaya BusinessPartner for the support you need before, during and after your purchase. We'll take care of you so you don't have to worry.

### Do I need to spend a lot to get the latest technology?

Not at all. You have choices based on your budget needs. Easy leasing or financing plans not only make this affordable; they help you quickly cut monthly expenses immediately. And you only have to buy/lease what you need, when you need it.

### Is IP technology reliable for my needs?

With over 35,000 systems deployed worldwide (Avaya is #1 in IP Telephony shipments), Avaya IP Office has the track record businesses like yours can rely on.

### Can my firm use IP Office as just a phone system?

Absolutely. Start by taking advantage of the many telephony features IP Office provides and add advanced capabilities as you need them via a simple upgrade.

### I have old systems but am adding an office. Should I consider the new technology?

Not only would this be a way for you to experience the rich functionality of the latest communications applications, but we may be able to network with your existing equipment, as well as provide a gradual migration plan for your other locations.

### How quickly can I get up and running?

Just say "when"—an authorized Avaya BusinessPartner can tailor a solution to your needs and your budget.

# Avaya IP Office at a glance



<b>The right model for your business</b>	With several models to choose from, there's an IP Office to meet your needs.
<b>Ready to grow</b>	Capacities: 2-360 extensions; up to 192 lines; 96/120 T1/E1 lines
<b>Call handling and messaging</b>	Get 24-hour support for callers/customers without a 24-hour staff. IP Office has a range of messaging, auto attendant and Interactive Voice Response (IVR) capabilities. Integrate messaging and advanced call handling into your customer service operations. Handle voice mail and e-mail in a single mailbox.
<b>Communication with customers</b>	Set up a formal or informal customer service center with voice, e-mail and Web chat. Integrate your customer data base into your call handling. Manage the quality of your customer interactions
<b>Work anywhere</b>	Give your employees all the communications capabilities they have at the office whether they are working from home, a hotel or a remote office.
<b>A complete conferencing solution</b>	Don't pay any more fees to outside conferencing service providers. Get Web- and audio-based conferencing that are easy to set up and use.
<b>Secure, converged communications</b>	Use IP Office as a secure router with a built-in firewall/VPN. Route voice calls over a managed Internet service (VoIP) and pocket the savings.
<b>Simple administration</b>	Windows-based, menu-driven tools cut the time and expense of administration.

## About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

reach  
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 a higher plane  
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Services

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