

“The system will pay for itself over time”

## DOOTSONS CASE STUDY

### THE TECH SPEC

Name:	Dootsons Solicitors
Industry:	Law
Number of users:	35

### OUR SOLUTION

- Horizon hosted phone system
- Concorde Communicator assured broadband circuit
- ADSL lines

## BACKGROUND

Dootsons Solicitors has been operational since 1897. With offices in Leigh, Culcheth and Newton Le Willows, the firm offers advice on a range of practice areas, from family law, wills and trusts and conveyancing to commercial, employment and litigation and mediation.

Despite a rich heritage founded on the traditional values of high quality service and value for money, Dootsons is progressive in outlook and with 35 staff spread across three offices, is heavily reliant on technology to conduct its daily operations.



## CHALLENGES

Technological advancement may be changing the face of law but the humble telephone is still the most important link between Dootsons and its clients. So when their existing telecoms system began to show its age, Systems Manager Steve Rayson engaged Concorde Technology Group to help find a solution to suit their needs.

“We had an old Cisco phone system, which had been installed in 2006,” he explains. “It was highly regarded in its day and was still functional but the cost of upgrading the software was prohibitive. Also, there were certain features that we wanted, such as voice recording and music on hold, that were impossible to get on that system. So we picked up the phone to Concorde Technology Group, who we’ve worked with for a number of years, to see what we could do about it.”

## SOLUTIONS

Concorde’s first reaction was to arrange a site visit to allow Major Account Manager Phil Nuttall and Telephony Expert Chris Stead the opportunity to evaluate Dootsons’ requirements.

“We talked through what we had and how we work,” explains Steve. “We looked at BT’s offering but the Horizon hosted phone system had more functions and was more cost effective. I worked with Concorde to fully scope the

options from a cost point of view. I then put the paperwork in front of the partners here to demonstrate what we could get against what we were getting (and paying for) now. It was a no-brainer for them."

"The new system was installed over a weekend to keep disruption to a minimum. Concorde actually provided us with a second POE switch so we could keep both systems running side by side. They then came onsite on the first working day after the install to assess the impact on our business. Thanks to their input, it was a really smooth transition from the old system to the new."

"Telephony is an important part of our business so it was great to be able to showcase what an impact could be made with the Concorde Communicator hosted system. It gives Dootsons far more capability than they had before for a far greater price. In fact, over time it will pay for itself in reduced bills and software upgrade costs, so it's no surprise that Steve said it was a no brainer decision for their partners."

**Phil Nuttall**  
Major Account Manager, Concorde.

## BENEFITS

Installed using a Concorde Communicator assured broadband circuit, the new Horizon system comprises 50 handsets, two web-based reception consoles and eight mobile apps. Now operational for six months, the system has brought a host of benefits including cost savings and a much greater range of functions.

"The key drivers behind changing system were cost and functionality," says Steve. "The new system allows us to save on calls – all internal and external calls are now included in our line rental, so the system will pay for itself over time. In addition, software upgrades are easy to do because it's all done in the cloud and because the system is new, they're much more affordable.

"The big new function we wanted was voice on hold. Previously our customers were never sure if we'd hung up on them whilst they waited to be transferred between reception and a solicitor because the line just sounded dead. Now we can play music whilst they wait and in future we might look to advertise offers in this space because it is all fully customizable.

"We can block numbers now where we couldn't before. This is really useful as it stops us getting timewasting sales and PPI calls. Our solicitors also have the option to be able to record their conversations at the touch of a button, which can be really important in some legal cases. Finally, the new phone system has much better reporting functions. We are using it at three offices, and it can help us report on which office is the busiest and how long it takes before calls are answered – all sorts of data that can help us make business decisions."

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