



The Client

Lanyon Bowdler is a well-established legal firm dealing in civil and criminal law for both publicly and privately funded clients, with a workforce of over 200 staff, and a multi-million pound turnover.

Their Requirements

The company found that methods of communication whilst staff were out of the office were extremely limited. Everyone had to wait until they returned to base before they could action requests from email messages.

How did Purecom help?

Purecom initially supplied eight BlackBerry® devices connected to O2 on a free 30-day trial basis – this included support from the O2 implementation team for the IT manager, to help install the BES (BlackBerry Enterprise Server) software on to the company server.

The devices were tested by eight staff including partners and managers, but even before the 30-day trial was completed, the decision was made to roll out 22 more BlackBerry 8800 handsets.

Purecom suggested each device should have a converged voice and data tariff, so staff could use the BlackBerry for voice calls as well as for emails on the O2 network. They set up a 2,000 minute voice tariff coupled with 30 data BlackBerry tariffs.

Purecom is also supplying all the landline telephone services for Lanyon Bowdler's offices across the county. It took over the supply of landline billing and services providing analogue, ISDN2e and ISDN3o lines into the company, ensuring there was a seamless transition with no down time.

And going forward, Purecom will also be helping with the installation of landlines to a new office that is due to open soon for over 50 new staff.



Why we chose Purecom

“We have certainly not seen the monthly fee for the BlackBerry services as a cost – to us, it's been a wise investment.

“Dealing with a local specialist communications firm has made this process so much easier, and we have received an excellent level of client service from the Purecom team.

“Their reputation for high quality service made the decision to choose them as our telecoms partner an easy one.

“They are friendly, helpful and fast to resolve any issues, which is exactly the kind of support a busy company like ours requires.

“Our productivity levels have increased, with response times greatly improved, and we have also found that our staff are making more use of what was previously 'dead' time, such as when they have to wait around at court or meetings.

“Many of our team are also using the BlackBerry devices to deal with emails in the evening or before they come into the office.

“Having Purecom on board as a single point of contact for all our telecom needs has taken a huge workload from the shoulders of our Operations Team, and we'd like to thank the team for their support.”

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