

## Trowers & Hamblins

Trowers & Hamblins LLP is a modern, international law firm. Its head office is located in the City of London with three regional offices, in Birmingham, Exeter and Manchester. Outside the UK the firm has seven offices across the Middle East North Africa (MENA) region, in Abu Dhabi, Bahrain, Dubai, Cairo and Oman and Saudi Arabia (through a co-operation agreement). In addition, the firm has associated practices in Jordan, Libya and Syria. Trowers & Hamblins has 129 partners and over 650 staff, they are ranked in the top 40 of the UK's law firms by *Legal Business* magazine and ranked 12th in *The Lawyer's* Top 200 Real Estate Practices 2010.

### Objectives

- Understand Trowers & Hamblins' 'real need' requirements regarding support services of their Avaya fixed telephony and data network, including an office hours PBX switch, and out-of-hours technical support.
- Take into consideration the scale of the business needs including international links, along with the industry sector, to gain an understanding of the business pressures, in line with daily operations and future expansion plans.
- Provide seamless and regular account management and visible accountability.
- Provide a responsive out-of-hours support service, with minimal downtime
- Ensure consistent and informed contact with, and access to, high levels of technical resource support.
- Supply direct services, not sub-contracted ones.
- Deal with maintenance issues both quickly and efficiently and at short notice.
- Assess where cost savings can be made across support services, where applicable.

### Solutions

- Working alongside the IT Team at Trowers & Hamblins, devised a maintenance and support service that addresses the business continuity needs, varying time zones of the office network, and client needs of the business. There were also considerations for scalability in line with future expansion.
- Introduced account managers with direct responsibility, to the IT team, and ensured direct and regular contact with the technical support services team.
- Regularly supply informed advice on solutions that are easy to adopt and are also the right solution for the system and business needs.
- During systems faults and downtime, rapid response is supplied with a 24 hour maintenance and support team
- An assessment of services across the network and increasing efficiency gains has resulted in a significant maintenance cost saving.

### Benefits

- In addition to the improvements made to the previous supplied services, Proximity has also enabled a 30% saving in support costs, which is ultimately passed on to the customer in terms of services and pricing.
- Maintenance issues are dealt with professionally and the client is kept informed at all times.
- Faults and subsequent downtime are dealt with at short notice and in a professional manner.
- Trowers & Hamblins are now confident that the account manager and his team not only understand the network maintenance and support requirements of the business, but also the communications needs of an international law firm.

"The team at Proximity are all really good, professional people to deal with, and the services they provide are correctly tuned to our needs. We are confident we will be asking them to support us for the foreseeable future."

Bob Greenwood, IT Manager  
Trowers & Hamblins