



LCF Law

LCF Law enhances communication infrastructure with Marlin Communications' expertise.



LCF LAW™ FAIR + SQUARE

LCF is a regional law firm with 4 offices based in Yorkshire. With 140 employees and by being a people-first business, LCF ensures high performance & client satisfaction, establishing itself as a leading legal service provider in the region.

www.lcf.co.uk

AT A GLANCE

CHALLENGES

- Outdated Comms Infrastructure
- Agile Working Capabilities
- Scalability
- Security
- Integrations

RESULTS

- Communication Efficiency
- Scalability & Flexibility
- Improved Security
- Seamless Integration
- Single Pane of Glass



"Marlin's expertise in the legal industry is unparalleled, and I'm always confident in referring their services."

James Hood

IT Director

CHALLENGE

LCF faced significant challenges with their outdated Samsung telephone system, which hindered remote working capabilities.

The system required complex message diverts for remote working, leading to inefficiency and poor client communication.

Additionally, each office operated on separate phone systems, lacking the seamless communication that LCF required to continue with their ambitious growth plans.

"The previous phone system effectively tied people to their desks, it became unmanageable to an extent." James Hood, IT Director

SOLUTION

LCF sought a modern, integrated communication solution that would support agile working and seamless client interactions.

They chose a Microsoft Teams telephony platform, embedded within their Citrix environment. This solution allowed for video, instant messaging, and telephony to be managed from a single interface.

"We chose Marlin because they provided a very clear proposal that went into a lot of detail without being too complicated. It was clear they had done this before." James Hood, IT Director

RESULTS

The implementation of the Microsoft Teams telephony platform revolutionised LCF's communication infrastructure. The new system provided a flexible and scalable solution that aligned perfectly with LCF's commitment to agile working.

Employees could now work remotely without any loss of functionality, maintaining seamless communication with clients and colleagues. The integrated platform also enhanced inter-office connectivity and streamlined communication.

LCF benefited from a solution that ensured they could continue to deliver exceptional service and continue to achieve their future growth plans.