



Seddons

Transforming Communication and Collaboration:
A Bespoke Microsoft Teams Telephony Solution for
Hybrid Working Success

SEDDONS

Seddons is a full-service law firm with 110 staff based in the West End of London. It provides legal expertise across 10 departments, including Commercial and Residential Real Estate, Real Estate Finance, Litigation, Private Client, Family, Employment, and Corporate.

www.seddons.co.uk

AT A GLANCE

CHALLENGES

- Outdated telephony systems
- Inefficient meeting capture
- Hybrid work integration
- Scalability for growing workforce

RESULTS

- Seamless collaboration
- Significant time-savings
- Scalable solution
- Improved Productivity
- Improved Satisfaction



"Having good technology and telephony systems has been absolutely key to embracing hybrid working and supporting our growth objectives. The deployment by Marlin Communications has exceeded our expectations in every way."

James Temple, Chief Operating Officer

CHALLENGE

As part of their recent move to new offices, the firm sought to embrace a hybrid working model to enhance flexibility and productivity.

The existing telephony system lacked the advanced features required for hybrid work, and the team also faced challenges in managing meeting outputs effectively, including transcription and sharing of key discussions. The firm needed a solution that would integrate with their existing workflows while meeting the expectations of a growing, dynamic workforce

"Hybrid working demanded a significant shift in how we communicate and collaborate. Our previous systems simply weren't equipped to handle the level of flexibility we needed to operate effectively."

James Temple, Chief Operating Officer

SOLUTION

Our bespoke solution centred on **Microsoft Teams Telephony** and **Meeting Insights**, an AI-powered tool for meeting transcription, summary, and sharing.

Microsoft Teams Telephony replaced the outdated phone system with a unified platform that integrated calls, meetings, and messaging, enabling staff to collaborate effortlessly from any location.

Meeting Insights streamlined post-meeting workflows by automatically generating accurate transcriptions, summarising key points, and providing tools to share and retrieve information.

Key elements of the deployment included:

- **Needs Analysis:** Understanding the firm's hybrid working requirements and operational challenges.
- **Seamless Integration:** Smooth migration of existing systems to Microsoft Teams without disruption to daily operations.
- **Training and Support:** Tailored training sessions ensured staff quickly adopted the new tools, while ongoing support addressed any emerging queries.

RESULTS

- **Enhanced Collaboration:** Microsoft Teams Telephony unified communications across the firm, enabling effortless internal and external communication.
- **Time Savings:** Meeting Insights reduced the time spent on post-meeting tasks, allowing teams to focus on strategic activities.
- **Scalability:** The solution supports the firm's growth ambitions, providing a robust framework that can scale with their expanding workforce.
- **Employee Satisfaction:** Staff reported improved productivity and satisfaction with the intuitive tools and flexible working capabilities.