

CLIENT SUCCESS STORY

PKF Littlejohn

PKF Littlejohn required a modern, scalable video conferencing solution to support its rapid expansion and hybrid working environment.



PKF Littlejohn is a leading accountancy and tax advisory firm with headquarters in Canary Wharf, London, and additional offices in Manchester, Leeds, and Brussels. With 750 staff, the firm has experienced significant growth, nearly doubling in size over the past few years. www.pkf-l.com

AT A GLANCE

CHALLENGES

- 1st generation VC equipment
- Poor audio quality
- Inconsistent user experience
- Desire to take advantage of new AV technology

RESULTS

- Improved meeting quality
- User-friendly experience
- Scalability & flexibility
- Reduced IT burden
- Enhanced collaboration



The new system ensures a seamless experience for our staff while giving us the flexibility to scale and adapt as we grow. Having reliable support from Marlin Communications has made a real difference.

Chris Madden, IT Director at PKF Littlejohn

CHALLENGE

PKF Littlejohn faced a critical challenge: their existing video conferencing and meeting room technology was nearing the end of its lifecycle.

The firm wanted to make sure that its meeting spaces remained best-in-class and take advantage of the latest technology.

"Marlin Communications has been very responsive, very understanding, and did what they said they would do."

Chris Madden, IT Director at PKF Littlejohn

SOLUTION

Marlin Communications provided PKF Littlejohn with a tailored solution designed for flexibility, ease of use, and superior performance. The firm opted for a **Yealink-based video conferencing system**, integrating seamlessly with Microsoft Teams and Zoom to ensure a smooth transition.

Key elements of the deployment included:

- **Scalable & Relocatable Design:** A solution that could be easily transported to new offices as the firm expanded.
- **AI-Powered Features:** Automatic speaker tracking and intelligent audio processing to enhance clarity and engagement.
- **Wireless Microphones:** Improved audio pickup in larger meeting rooms, ensuring every participant was heard clearly.
- **Seamless Integration:** The new system worked alongside existing Yealink and Logitech equipment to maintain a consistent user experience.

RESULTS

The deployment of the new system transformed the firm's meeting experience, ensuring reliability and future-proofing their collaboration technology. Key benefits included:

- **Improved Meeting Quality:** AI-driven speaker tracking and wireless microphones eliminated sound issues in large rooms.
- **User-Friendly Experience:** Employees seamlessly adapted to the new system due to its intuitive interface.
- **Scalability & Future-Proofing:** The solution was designed to move with the firm as it expanded, making future office transitions smoother.
- **Reduced Support Burden:** The IT team now has a dedicated partner in Marlin Communications for ongoing support and maintenance.