

LCF Law

LCF Law resolves persistent meeting room audio and reliability problems across four offices with Marlin Communications.



LCF Law is a full-service regional law firm with around 150 staff, headquartered in West Yorkshire. The firm operates across four offices – Bradford, Leeds, Harrogate, and Ilkley – advising businesses and individuals on a broad range of legal matters.

www.lcf.co.uk

AT A GLANCE

CHALLENGES

- Unreliable Meeting Room technology
- Poor Audio Quality Across Multiple Rooms
- Excessive IT Involvement in Routine Calls
- No Consistent Room Standard Across Sites

RESULTS

- Instant, One-Touch Meeting Start
- Reduced IT Support Burden
- Consistent Room Standard Across All Sites



We've got some absolutely excellent feedback from the people that are actually using it. It just works. And it's solved a massive problem for us.
James Hood, IT Director

CHALLENGE

Meeting rooms across LCF Law's four offices ran on Windows PCs, each paired with whatever camera and microphone equipment was available. Boot delays, Windows update interruptions, and user profile build times regularly pushed meetings back before they had started.

Audio quality was unreliable across the estate. The Harrogate boardroom was the hardest case – its size and acoustic properties defeated three or four combinations of cameras and microphones over four years.

"We need something where you walk into a room and it's a one or two click into a meeting. Job's done and everybody's happy, with no delays to start times." James Hood, IT Director

SOLUTION

Marlin had already earned LCF's confidence by migrating the firm's unified communications to a Teams-enabled telephony platform 18 months earlier. Before recommending anything, Marlin carried out a detailed room-by-room survey across all four sites – the spec that came out of it now serves as LCF's standard blueprint for future deployments.

The recommended solution was the Yealink video bar range, mounted to LCF's existing screens. Moving from Windows PCs to Android-based Teams on device hardware removed the boot and profile problems entirely. Devices enrol into Microsoft Intune and manage themselves. Built-in IntelliFrame and beam-forming microphone technology resolved the audio issues – including the Harrogate boardroom.

"From the specification to the technology, I absolutely put my faith in Marlin to deliver the right solution for the right problem."
James Hood, IT Director

RESULTS

Marlin installed the first units in LCF's Bradford and Leeds boardrooms. After six weeks of strong feedback, LCF rolled out across all remaining rooms at all four offices – including the Harrogate boardroom, where the reaction was immediate.

The IT team now spends far less time in meeting rooms. Intune-managed devices handle updates and maintenance without intervention. End-user feedback across the firm has been consistently positive.

The Yealink solution now in operation now gives the firm a ready-made standard for any future expansion.