

# Berwin Leighton Paisner (BLP)

BLP improves service quality with IT Service Management and Voice from FrontRange Solutions

## CUSTOMER PROFILE

### INDUSTRY

Legal Services

### CHALLENGE

- Maintaining a reliable and flexible IT infrastructure
- With a team of just seven, BLP's service desk has to serve the firm's 1,250 internal users, including partners, legal and secretarial staff and support people

### SOLUTION

- FrontRange ITSM
- FrontRange IPCM

### RESULT

- Fully integrated service and support system
- The whole process is much more efficient
- Provides a faster service to end users at a lower cost

Berwin Leighton Paisner (BLP) is a full-service City of London law firm. BLP has approximately 1,250 staff and its turnover in 2005/6 was £145 million. It has a diverse client base, which includes major corporate organisations, financial institutions, government entities, prominent public sector bodies and individuals.

BLP's vision is to be the most respected law firm in London. It has an uncompromising dedication to two goals – to always exceed its clients' expectations and to provide a more attractive place to work than its competitors.

In achieving these objectives, the firm recognises the importance of maintaining a reliable and flexible IT infrastructure. One way in which it does this is by ensuring that its IT service desk team is as efficient as possible in resolving problems and answering user queries.

### Scoping the Challenge

With a team of just seven including one supervisor, BLP's service desk has the challenging task of servicing the firm's 1,250 internal users, including partners, legal and secretarial staff and support people.

Over time, BLP's legacy system was becoming old and extremely cumbersome. It no longer delivered the flexibility that the firm increasingly felt it needed to meet its burgeoning IT service management demands and it was progressively becoming too expensive to maintain. BLP decided that it was time for a change and began looking for a replacement solution.

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**Julie Jakings**

*BLP's IT systems support manager*

BLP considered a broad range of options but ultimately selected a combination of the IT Service Management (ITSM) and IP Communications Manager (IPCM) systems from leading software and service developer, FrontRange Solutions. Today, it has a fully integrated service and support system, which has enabled it to significantly enhance the support quality and service levels it provides its internal customer base.

According to Julie Jakings, BLP's IT systems support manager: "we have undertaken a programme of implementing best practice internal help desk support. We were confident that FrontRange's integrated modular approach would provide us with the flexibility and agility we needed to support real differentiation in service quality delivery."

### Improving the Process

BLP representatives first met FrontRange at the industry-leading Helpdesk and IT Support show (HITS) in London. BLP was immediately impressed with the level of telephony integration provided when FrontRange's ITSM solution was run in conjunction with its IPCM offering and after receiving a full demonstration of the system's functionality put pen to paper on a contract.

So how does the system work at BLP? Built on a common Microsoft .NET platform, ITSM aligns IT service delivery with the broader objectives of the practice, providing personalised client service with enhanced service desk productivity.

Up until now, BLP has primarily been using the system's core incident management module. This enables service desk agents to log, track and escalate any issues that they have to resolution.

It ensures that agents use a standard process and automates steps such as escalation and notifying customers as tickets are closed. It also allows BLP to

establish clear levels of responsibility for open tickets, automatically passing tickets on to level two or three agents when required as level one agents indicate the type of issue being dealt with.

### The Voice Dimension

While BLP has plans to extend its use of ITSM to other modules including problem, release, change and configuration management, the major benefit so far has been in telephony integration – specifically where BLP has been using ITSM in conjunction with IPCM.

IPCM provides an integrated voice communications platform that extends the functionality of ITSM. As Jakings explains: "When a user calls the help

This allows agents to greet customers personally and reduce the amount of time previously spent gathering customer information.

If the user wishes to follow-up an existing incident, they enter the appropriate number and, depending on availability are instantly routed to the analyst who originally took their call. In addition, the system emails users when their calls have been resolved to make sure that they are satisfied with the service or whether they still have issues and need FrontRange to reopen the call.

The system also allows BLP's technical support staff to phone through and update records while on the move. In addition, it enables BLP's service desk

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desk they now have the option to dial one to go through to an analyst or two to follow up an existing call. If they choose one, for example, skills-based routing ensures that their call is passed to the most appropriate agent depending on expertise."

At the same time, the agent's screen is automatically 'populated' with the user's full details – including name, location and telephone extension number etc – when they answer the call.

management team to replay any of the calls that have come into the desk for training purposes. As Jakings adds: "It allows us to review calls with analysts and show them any areas, where they could have improved the level of service provided."

IPCM can also help with incident management. In the event that Microsoft Outlook was unavailable across the firm, BLP could mark it as a major problem. The IPCM system could then

automatically change the recorded message greeting service desk users to say “we are currently experiencing a major incident, which has led to the temporary unavailability of Outlook. If you are calling regarding this, press one now.”

The details of their call are then logged. Once the system is up and running, a return call can be generated, informing each user accordingly and alerting them to the appropriate next steps.

### Positive Results

Since the FrontRange system was implemented, BLP has recorded major improvements in its service levels with call waiting and duration times significantly reduced. Both the internal service delivery team and the system’s users are happy with the enhanced flexibility that the solution provides.

As Jakings observes: “The ability to have intelligent information about the caller displayed on the screen in front of them has saved a great deal of time for agents and callers alike. It’s also made the whole process much more efficient. Previously, it was relatively easy for an agent to forget to log a call. The new system’s automated workflow means that it is no longer possible for this to happen. Agents are effectively guided through the whole process.”

The voice self-service capability supported by IPCM also enables BLP to provide a faster service to end users at a lower cost.

Another key benefit of the system is ease-of-use. Agents have been quick

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to understand the system and to begin using it to its full potential. They have been further supported by comprehensive training programmes which have included external foundation administration courses and IPCM administration and business process designer courses.

“Overall, we’ve been extremely pleased with the added functionality that the FrontRange solution has provided us,” said Jakings, in summing up. “It’s transformed the speed and efficiency of the service and support offered by our helpdesk and both our agents and our users have been delighted with the results.”

**FrontRange**  
SERVICE MANAGEMENT

**FrontRange**  
VOICE SOLUTIONS

## About FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-size firms and distributed enterprises rely on every day to build great customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards-based approach to simplify core business processes, including: IT service management; customer relationship and sales force management; and PC lifecycle management. More than 150,000 of the world's best-known brands use FrontRange offerings to quickly improve their interactions with external and internal clients and achieve better business results. For more information please visit [www.frontrange.com](http://www.frontrange.com)



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