



Linklaters

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Linklaters unifies its faxes with TOPCALL's fax for MS-Exchange

Linklaters, a leading international law firm based in the City of London has recently installed TOPCALL's unified messaging solution "TOPCALL Communication Server One", providing an integrated fax solution and improved reporting system to increase the location mobility of fee-earners.

Challenge

Linklaters, like many legal organisations, regularly looks at opportunities to increase its efficiency and reduce overheads. Linklaters was able to reduce the need to take on additional staff to maintain its existing manual service and exploit WTS (Windows Terminal Server) expenditure on MS Exchange.

Solution

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Linklaters faced a dual challenge when it came to updating its old fax machines. It was common knowledge that the existing fax machines had limited functionality and also required increasing amounts of maintenance. The Desktop Fax System from TOPCALL could achieve the same as the current faxes which were being used across the various locations within the organisation. Linklaters realised by using the Desktop Fax it could also benefit from its archive storage capability.



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Result

"Although this system is not currently completely automated, the pilot scheme being used by the secretarial and business services departments has received an extremely positive response. The TOPCALL support service to date has been excellent and very professional. As a support team they are responsive and always helpful, which is appreciated when you are making such major changes within an organisation", continues Frank Paton, Linklaters.

TOPCALL provides industry-leading client integration for Microsoft Exchange. Virtually all possible means of communications, whether they be, voice, email, SMS, CTI and WAP, are transparently integrated into Microsoft Exchange and the Outlook clients. In addition, TOPCALL provides users with the options of real-time sending status, fax preview before sending, and integrated voice player. TOPCALL has developed its system with the non-technical users in mind. Legal staff do not need specialist training to use the TOPCALL system. The ONE connection to Microsoft Exchange is plug and play. This enables lawyers to concentrate on their business responsibilities, guaranteeing future success, increasing billable minutes while reducing overheads.