



SA Law Deploys Advanced VoIP System from Zultys

SIP PBX supplied by VAR 500 Ltd and Distributor Siracom helps cut telecoms costs and adds advanced features for law firm

04 March, 2009 - SA Law, the Hertfordshire-based law firm, has deployed a Unified Communications System from Zultys. The Zultys system was installed by 500 Limited, in conjunction with Zultys' UK distributor, Siracom.

SA Law chose to install Zultys' MX250 IP PBX to improve business efficiency, to provide better communications between its staff and customers and to reduce the on going telephony service and system support costs.

The Zultys system provides all the telephony functionality that SA Law has become used to with their existing PBX, and adds many advanced features that improve productivity, manageability and system resilience. Key for SA Law were the integration of telephony functions, voice mail and fax viewing with its desktop applications, such as contacts, e-mail and instant messaging.

The company's circa 70 staff have been equipped with Aastra 53i SIP handsets, and all users run the Zultys unified communications client, MXIE, on their desktop computers.

MXIE integrates telephony and voicemail with other communications media including fax, call recording, instant messaging and Microsoft Exchange, enabling Outlook contacts to be used for dialling, incoming call details to be screen-popped, and Outlook e-mail to be used as a repository for voice mail, fax and recorded calls. It also enables users to view the 'presence' status of other users, ensuring that when customers are transferred, the transferring party knows whether the call recipient is available to take the call before putting it through.

The MX250's management features and reports have given SA Law much better visibility of staff telephony usage and trunk utilisation. The reports have shown that the company uses less ISDN channels at any one time than they pay for, identifying a significant cost saving for the business.

Stephen Ryan, managing partner for SA Law, said: "The productivity-enhancing features of the Zultys system have made a real difference, saving time for our staff and helping to ensure we are compliant with regulatory demands. It's proven easy to use and the cost savings enabled by the system's reporting features are more than welcomed! It has met all our telephony needs."

SA Law has also deployed a Polycom Soundstation IP6000 Conference Room phone and Plantronics Wireless Headsets for switchboard staff. The company's network performance is enhanced with two Zultys EPS 48 and one EPS 24 Ethernet switches, and a BPS12 battery backup system deliver uninterruptible power over Ethernet to the handsets and power resilience for the central IP PBX server, to enable telephony functions to continue in the event of power failure.

The installation of the system was phased and planned by 500 Limited and Siracom to minimise disruption, with any installation tasks that could affect users taking place outside office hours over a single weekend day. User training took place before the changeover with the system going live the following Monday. As a result, SA Law had no telephony downtime during the changeover. With advice from Siracom, 500 Limited also seamlessly managed a BT ISDN service upgrade during this time.

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About Siracom

Siracom is a value-added distributor (VAD) of advanced, open network technologies, including wireless and wired networking and IP telephony. Siracom offers advanced

solutions, including Voice over WLAN / mobile VoIP, unified communications and fixed mobile convergence (FMC), through its network of specialist resellers. Siracom supports its partners with full pre-sales, installation, helpdesk and maintenance services. The company is based in Basingstoke and is wholly owned by its management team, all of which have more than 20 years of networking experience. For more information, visit www.siracom.co.uk

About 500 Limited

500 Limited are a specialist value-added reseller (VAR) dealing solely with 'best of breed' business grade IP telephony solutions. They are consultants, system integrators and solution providers who manage all aspects of an IP Telephony deployment, providing an expert and holistic approach from requirements capture through to training and support. The company is based in St. Albans, Hertfordshire. For further information, visit www.500.uk.com.