

#### Telephony & IT services

- ✓ du Pre Connect system
- ✓ du Pre Connect support
- ✓ du Pré Calls and Lines
- ✓ 2Mb leased line

#### Practice Manager

Mr David Albans

#### Partner

Mr John North

#### About

Royds Solicitors is based in Central London and offers services to all areas of commercial legal practice and all types of dispute resolution.

## Recognising the limitations of their previous telephone system, Royds Solicitors in London evaluated many different options and selected the 'du Pré Connect' IP Telephony service to operate across the whole firm.

John North, Partner at Royds Solicitors in London, was involved in a relocation of the firm into new offices. This move, despite being only a short distance, meant the potential for upheaval and a drop in productivity was huge. But above all things, the ability to make and receive telephone calls fast was crucial.

Royds saw the move as an excellent opportunity to review their existing telephone system and decided it was the perfect time to invest in a 21st century IP Telephony solution. After researching the market extensively, Royds selected du Pré Connect.

"It seemed foolish to continue with our previous system," explained John North. "Using the opportunity wisely and upgrading to something more suitable to our business made perfect sense. And du Pré Connect offered features we needed today while future-proofing our telecoms for tomorrow."

The decisions surrounding the changing of a telephone system must always be taken wisely, a mindset that Royds Solicitors were well used to.

And with the changeover being in the hands of du Pré, there was no doubt that it would be a successful migration. "There was minimal downtime," explained John, "meaning our clients barely had any idea of the switch."

A smooth migration is something in which du Pré has always taken pride. After all, with 30 years' experience in this field, they have come across every conceivable installation check.

John explained the firm's improvements as a direct result of the new technology. "There are many features of du Pré Connect we find that provide real benefit to us already, such as the ease of collecting voicemail, and the web portal for management of the system programming.

"But one of the greatest features," John continued, "is the ability to simply take the handset home and plug it into any existing home broadband. This allows calls to be made and received while at home, which is perfect when staff simply cannot come into the office."

Being unable to come into the office is a situation most employers shudder at, but business continuity is maintained with du Pré Connect, which is excellent preparation for any potential swine flu virus reaching into UK businesses.

"The other unexpected benefit," John explained, "is the reduction in the cost of telephone calls we make. It seems strange that we now have a new system which is far more feature-rich than any other, and which has reduced our monthly telephone bill. It's perfect!"

For further information,  
call du Pré Sales on  
01635 55 55 50  
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[www.dupre.co.uk](http://www.dupre.co.uk)

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