

# Cloud Phone & Contact Centre

CLOUD MIGRATION ENSURING BUSINESS CONTINUITY

## ABOUT LEGAL STREAM

Established in 1970, Legal Stream is an Australian owned and operated company specialising in streamlined legal and tender process outsourcing Australia-wide. They now have 80 staff that operate across two sites.

Legal Stream's services include end-to-end mortgage processing, mortgage recovery, and property presenting for lenders and their customers, in addition to support services to solicitors and mortgage brokers.

They are proud of their culture of continuous innovation, being early adopters of market-leading technologies that deliver a superior digital experience to their client and borrower base.

## THE CHALLENGE

2020 has been a challenging and disruptive year due to COVID-19, and Legal Stream like many businesses found themselves needing to suddenly transition to a dispersed workforce, whilst ensuring business continuity, staff productivity, and continuing to meeting client needs.

Legal Stream faced the challenge of how to manage staff working remotely, and maintain their productivity and accountability. Their need to rapidly adapt to the unfolding pandemic was complicated by their on-premise phone solution

and call reporting functionality. The existing setup was not fit for purpose when it came to handling the high volume of inbound and outbound calls managed by the business, and meeting the needs of a remote workforce.

Legal Stream's business continuity now relied on a unified way of communicating and collaborating through a transition to a cloud-based phone and contact centre solution. Staff needed to be able to communicate via mobile and PC applications. Moving employees in-office setups including their desk phone to a home office was not an option.

## THE SOLUTION

Arrow was engaged by Legal Stream to consult, advise, and manage the transition to a cloud-based UCaaS and CCaaS solution across their two sites.

After a business needs analysis, Arrow recommended the Fuze Cloud Communications platform, an all-in-one solution that included all the tools and functionality they needed now, and would set them up for the future.

The transition included the diversion of their main phone lines connected with their on-premise setup to the new Fuze platform so that no calls would be missed during the process. Their numbers were ported and the on-premise system retired.



## THE SOLUTION INCLUDED

- Fuze Cloud Voice calling
- Fuze Contact Centre
- Dedicated project manager
- 24/7 Australia based customer support
- Installation, training, and maintenance

Due to the unprecedented circumstances and the sudden need for Legal Stream to shut down their office due to COVID-19, the usual 6-8 week timeline for solution design, planning, configuration, deployment, training, and go-live was condensed into a 2-3 week period. Staff also had the challenge of adopting the new technology and adjust to working remotely concurrently. Whilst these circumstances were not ideal, all stakeholders worked together for an ultimately successful result.

## OUTCOMES

Legal Stream now has unified cloud communications and contact centre solutions that operate seamlessly across their two sites. The migration of their phones from an on-premise setup to a cloud-based platform frees them from expensive maintenance and upgrade costs and allows their staff to work from anywhere, providing resilience against any future business shocks and challenges.

The Fuze platform also empowers Legal Stream's team leaders and managers with the ability to monitor and measure remote staff performance through the Fuze contact centre dashboards and queue reports.

Migrating their communications to the cloud also allows for plug and play flexibility, as was demonstrated when Legal Stream moved their office in the Sydney CBD.

The phone system relocation involved simply plugging in their handsets at the new site, as the phone system lives in the cloud.

Their new cloud setup also provides the flexibility to rotate staff between remote work and the office seamlessly, something that was not possible with their on-premise system.

## PROCUREMENT SPECIALISTS

Arrow Voice & Data is the only company you need for all your IT and telecommunications needs. As procurement specialists, we handle all technology, purchasing, warranty, and support under one umbrella. Your business can now focus on what it does best and leave the complications of technology to the experts.

We've all seen how quickly circumstances can change. A transition to the cloud will provide your business with the flexibility it needs to adapt and provide business continuity.

Starting your business digital transformation with a trusted solution partner will ensure your IT and comms fit your business needs, and your work-from-anywhere plans are firmly in place. We'll ensure you make the right choice the first time.

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