

Opus Improve Office Productivity for Anthony Gold Solicitors...

London based Anthony Gold Solicitors was founded in 1963. The firm has since grown to become a highly regarded, modern and progressive law firm with a national reputation. With over 100 staff based three London offices, Anthony Gold is ideally placed to deal with clients from all over London and beyond.



The Problem

Each of the three offices was using a different telephone system and the cost of maintaining and servicing these systems, together with the inter-site call costs had become significant enough to warrant a review.

Anthony Gold was looking for a centralised solution which enabled them to maintain, program and configure from one site.

This requirement was fundamentally underlined with the need to reduce inter-site call costs.

Following a detailed review of the solutions available on the market, Anthony Gold turned to Opus Business Systems. Opus business systems reviewed the existing infrastructure spent time understanding both the business objectives and the operational requirements of the firm.

The Solution

The proposed Mitel solution (formerly Inter-tel) not only met the immediate requirements but also delivered a solution which could grow in line with Anthony Gold's future requirements.



Once agreed by the client, the installation was swift and smooth with minimal interruption to the day-to-day business operation.

The solution involved migrating all offices to a common platform, with cost free Voice over IP communications between the three offices and providing Windows operator consoles for the busy receptionists to simplify call handling and administration.

For more information about Opus Business Systems and how we can support you visit our website

www.opus-telecom.co.uk

Legal Solutions

Improving business communications...

Customer Comment

Commenting on the new solution, IT manager for Anthony Gold, Phil Mulley said, "With the new communications solution our businesses processes have improved significantly. Now our two receptionists use the Windows Operator Consoles (WOCs) to answer calls for all three branches rather than having a reception at each site. Not only that but we can transfer calls between sites using our internet connection which makes calls effectively free!"

"Since installing the new solution we have noticed significant improvements across the business." continued Phil Mulley. "Not only have inter-site call costs been reduced, but also staff productivity has increased owing to the streamlining of technology across the company."

A selection of the handsets used at Anthony Gold. There are a wide range of both desktop and wireless handsets that you can choose from depending on your business requirements.



"...we can transfer calls between sites using our internet connection which makes them effectively free!"

Further Information

For more information about the communications solutions that can streamline your practice, please call the experienced Opus Legal Team based in the heart of the City, in our Cornhill office on 0800 019 4881 or visit our website and click on the Legal Solutions button.



Opus Business Systems

Opus Business Systems is an independent customer-focused, service-driven communications company that has been providing legal practices with telephone systems and solutions since 1992.

Our People

Our experienced and motivated team are highly qualified and professional. Many of the staff have been part of Opus for more than 10 years, some since the company was formed, making the company what it is today.

Our Processes

Our commitment to customer service has resulted in us developing robust and proven processes to deliver products and services on time and as expected, with excellent after care support, time after time.

Our Services

Our services cover everything from network cabling, to lines, calls, telephone systems, mobile integration and practice productivity applications. We can advise, install, support and maintain every aspect of your practice's communications.

Our Commitment

Our commitment is to provide honest advice, backed up by in-house engineering excellence and outstanding customer care and support.

For advice and information talk to the Opus Legal Team on 0800 019 4881

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