



Global Law Practice

Six Degrees enables a global law practice to consolidate and future-proof its voice services.

Six Degrees has successfully transitioned a global law practice's fragmented, legacy voice estate to a robust, consolidated, scalable and cost effective voice platform.

Challenge

A global law practice, with operations in more than 30 countries, found that its legacy voice estate was no longer meeting its business requirements. The voice estate was delivered through multiple telephony providers, increasing operating costs and resulting in significant management burden for the practice's IT function. In addition, the voice estate was based on ISDN – a technology that is set to go end-of-life in the UK in 2025 and with support already in decline amongst carriers.

Despite being broadly functional, the practice's complex voice estate was not aligned – and was in many ways detrimental – to its wider digital transformation and business strategies. Recognising this, the practice elected to take a step back and create a strategic plan for the transformation of its voice services.

The practice faced the challenge of updating its voice estate to a robust, consolidated, scalable and cost effective voice platform based on SIP technology. This new voice estate would simplify management, reduce complexity and align with the practice's ongoing digital transformation strategy.

Solution

The global law practice's IT Director chose to work with Six Degrees following a number of successful transformation journeys undertaken together whilst they were advising, during which Six Degrees demonstrated pedigree in delivering enterprise-grade voice services.

About Six Degrees

We are a cloud-led managed service provider. We work as a collaborative technology partner to businesses making a digital transition.

Always placing clients at the heart of our strategy, our passionate teams combine technical expertise and deep sector specific knowledge to innovate, craft and manage the right solutions to power businesses.

The breadth and strength of our technology is our foundation. Solutions range from data and application performance management through to colocation and unified communications, all with private, public and hybrid cloud at its core.

We work collaboratively and build long-term partnerships through exceptional services that match our clients' needs. We continually innovate the right solutions to enable our clients' brilliance.

OUR SOLUTIONS



Cloud Platform & Data

Modernise your data centre and secure your hybrid cloud future.



Cyber Security & Compliance

Enhance your cyber security posture and safeguard your organisation.



Agile Workspace

Communicate, collaborate and work efficiently, anywhere.



Network Infrastructure

Achieve a step change in your connectivity and your digital transformation journeys.

Six Degrees could also demonstrate a proven track record of delivering effective voice services to legal firms of a similar scale and stature.

Six Degrees proposed to future-proof the practice's voice services by transitioning away from the legacy ISDN estate to a more resilient and robust, carrier grade voice platform based on SIP technology. The new SIP-based solution would be delivered through a single provider, reducing management burden and allowing the practice to rationalise and control operating costs.

Livnumber, a voice business continuity service that maximises uptime and would ensure the practice is able to maintain consistent, dependable lines of communication with clients and between global offices, was also provisioned.

Outcome

Six Degrees is currently in the process of rolling out the SIP-based voice solution to the practice's UK locations. Upon completion of the UK deployment, the solution will then get extended throughout all European locations.

The global law practice will receive dedicated Account Management and Service Management, including access to our 24x7x365 support desk for any service-related enquiries. Six Degrees is also able to offer access to its wider product portfolio, and conversations are underway to develop a next-level cyber security strategy.

By adopting a proactive approach to its voice services, the practice has been able to prepare for the ISDN switch-off well ahead of time whilst reaping the benefits of a cutting edge SIP-based voice platform. This voice platform aligns closely with the practice's digital transformation strategy, and will support its go-forward story for years to come.

Advantages and benefits

Effectively budget and control voice services spend

By transitioning to a single provider and provisioning appropriate SIP services for each operating location, the practice has been able to rationalise and control voice services spend.

Reduce management overheads

Six Degrees' 24x7x365 support desk and Account Management and Service Management functions facilitate consistent, predictable voice services that reduce management burden for the practice's IT function.

Future-proof voice services

Transitioning away from ISDN to a SIP-based service has future-proofed the practice's voice services, ensuring it has a robust voice platform that will support its operations moving forward.

Access to the wider Six Degrees portfolio

Six Degrees delivers end-to-end services that integrate seamlessly, allowing organisations like the global law practice to access a broad portfolio of technology services that will drive their ongoing digital transformation efforts.