

O'Brien Winter Partners

Delivering client services in unprecedented times

"It was incredibly beneficial for us to have a solution like Rainbow for communication, collaboration and field calls with our staff and clients. We implemented the solution just in time before the health crisis situation otherwise we would have lost a lot of business. If we can't access our phones our business continuity is at risk. We were able to provide our team the ability to remote work using Rainbow. In addition, our phone related expenses have decreased by 50%."

Damien O'Brien, Solicitor and Partner, O'Brien Winter Partners

O'Brien Winter Partners is a general practice law firm with 15 staff members. Based in Newcastle, the firm has both local and global clients in Australia, New Zealand, Singapore and United States. The company specializes in a variety of legal areas including family law, commercial law, and criminal law. All staff are located in the same office. Half of them are solicitors who are always on the go, either meeting with clients, or attending court.

CHALLENGES

With the implementation of safety measures due to the recent global health crisis, working in the office and face-to-face meetings with clients was not an option. To keep business operations running smoothly the staff were required to work remotely.

In addition to office-based and remote communications, the management team at O'Brien Winter Partners required their team to be able to collaborate and exchange information through messaging, group chats, video, and information sharing, which was not possible with their existing system.

ACTION

O'Brien Winter Partners required a solution that enabled them to adapt to the current situation and would allow solicitors and their team to be operational with a minimum of training.

Alcatel-Lucent Enterprise was able to quickly introduce Rainbow™ as a business continuity solution to keep business moving. O'Brien Winter Partners particularly liked the collaboration and conferencing capabilities with Rainbow bubbles and its ability to easily integrate with its Alcatel-Lucent OXO Connect Evolution communications system. The ability to route incoming calls to the right team member using their mobile or PC, regardless of their location was essential to quickly ease business operations. Key to the success of this project was O'Brien Winter Partners long and trusted relationship with the Integrated Products business team.

PRODUCTS AND SERVICES

[Alcatel-Lucent Rainbow™](#)
[Alcatel-Lucent OXO Connect Evolution](#)

RESULTS

Technical Benefits

- Rainbow provides easy-to-scale solution
- Managing users over the cloud has become easier from IT perspective
- Interaction with both the Apple® and Android™ platforms works well
- Integration of Rainbow and Microsoft® Office 365 helps streamline workflows and processes
- OXO Connect Evolution connects with web RTC Rainbow softphones and connected handsets

Financial Benefits

- Implementations of Rainbow has reduced the company's telecommunication bill and related expenses almost 50%
- Softphones with the Rainbow WebRTC gateway provided connection to the existing communications server; integrating fixed and mobile telephony
- No costs associated with a rip-and-replace solution

User Experience Benefits

- Rainbow's reliability and ease of use have helped the firm operate normally in a challenging world
- Users requiring assistance engage chatbot and are provided guidance instantly

WANT TO TALK WITH SOMEBODY?

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Customer Story

MARKET: PROFESSIONAL SVCS

COUNTRY: AUSTRALIA

COMPANY:

DEAL IMPLEMENTED: 2020

NUMBER OF USERS: 15

O'BRIEN WINTERS PARTNERS