



an
NTT Communications
Company

[Customer story]

Customer

Peters & Peters

Region	UK
Employees	200
Industry	Legal



Leading law firm uses Arkadin collaboration solutions to facilitate international meetings and reduce costs



Key benefits

Increase in productivity and cost savings as a result of:

- The ability to get people together quickly
- A quick adoption through ease of use, enabling solicitors to attend more meetings
- A reduction in the time spent travelling to meetings



Arkadin collaboration solutions

- Arkadin® Anytime™
- Cisco Webex - Provided by Arkadin®

Overview & challenge

Peters & Peters is one of the UK's leading law firms in business crime, civil fraud, commercial litigation and compliance. The majority of their cases are international with a client list that includes governments and corporations as well as individuals.

The firm's solicitors spend half of their time in meetings. With the travel distances involved, it isn't economical for all meetings to be face-to-face. Although Peters & Peters already had an audio conferencing service in place to encourage remote meetings, it wasn't being adopted by all those who could benefit from it.

According to Brian McDonald, IT Manager: "We felt the service offered to users by our previous vendor was inadequate and with lots of international calls taking place, the lack of local access numbers for overseas participants really impacted our ability to get the people we needed onto our conference calls."

Brian took the decision to change provider, sending out a Request for Proposal and undertaking a full evaluation of the services and their associated costs. He wanted to ensure that all the solicitors had access to an easy-to-use audio conferencing service. It was imperative that the service would be quickly and easily adopted to enable the solicitors to attend more meetings and, by doing so remotely, reduce overall costs.

Peters & Peters

About Arkadin

Founded in 2001, Arkadin is one of the largest and fastest growing Collaboration Service Providers in the world. With a vision rooted in the belief that progress emerges from people's desire to share, Arkadin offers a complete range of remote audio, web and video conferencing and Unified Communications solutions. The services are delivered in the SaaS model for fast, scalable deployments and a high ROI. Its global network of 51 operating centres in 31 countries has dedicated local-language support teams to service its 37,000 customers.

To find out more about Arkadin please visit www.arkadin.com

The Arkadin solution

Arkadin was selected as the collaboration services provider for Peters & Peters. In addition to audio conferencing, Arkadin was also chosen to deliver Cisco WebEx web conferencing for document sharing, training and knowledge sharing.

One of the key selection criteria was the provision of both toll and toll free local dial-in numbers for international calls, lists of which are provided to all account holders. Arkadin has a 24/7 live assistance service, to help users with any issues they may encounter.

"We have been working with Arkadin for four years now and the service has worked tremendously well for us," said Brian McDonald. "All new solicitors are given an account and offered training, though it's so easy to use that it only takes two minutes to show them the basics."

All account holders are offered a selection of free-to-download Arkadin productivity tools and mobile applications. These include plug-in toolbars for email clients, enabling conference organisers to send out conference invitations containing full joining information within seconds, including local dial-in numbers for international calls. With solicitors regularly travelling, Arkadin's smartphone apps make it much easier for them to arrange and join remote meetings.

Business value

Natalie Stopps, an Associate at Peters & Peters, explains how the Arkadin service facilitates meetings:

"We have overseas clients based in multiple locations, so conferencing enables us to bring together a group of people in different jurisdictions. It's also very helpful when we have an important meeting and a number of solicitors and barristers are working on a case and one of them is either away on holiday or working outside of London. It is easy to circulate the dial-in details so they can join the meeting. We often have multiple parties in one room and additional participants dialing in from elsewhere. We sometimes use the dial-out option to bring additional people into a discussion. Without conferencing, it would be a lot harder to get necessary people together at the same time."

According to Brian McDonald, remote meetings provide cost savings and increased productivity:

"One of the key benefits of the Arkadin service has been its ease of use. It's been readily adopted by the solicitors for calls set up by them or their . It's now also often used for last minute meetings. The ability to get people together quickly has led to a further increase in productivity and ensured that all meetings can be attended while delivering significant cost savings."

PETERS & PETERS

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