

Case Study



Wireless and corded headsets assists commercial law firm

Company Profile

Berwin Leighton Paisner
www.blplaw.com

Headquarters

UK

Industry

Commercial Law

Headset Users

Partners, Associates and Business Services Team

Services

Commercial law specialising in corporate finance, tax, mergers and acquisitions

Business Challenge

Provide more flexibility and fit-for-purpose telephony for partners, associates and business services

Plantronics Solution

CS70N and EncorePro®

Background

Berwin Leighton Paisner (BLP) was formed in 2001, born out of a history dating back to the 1930s with Paisner & Co, Leighton & Co and Stanley Berwin.

The company is a full service international law firm specialising in corporate, finance, litigation and dispute resolution, real estate and tax with around 1,300 staff including 720 lawyers and 200 partners and a turnover of around £229m.

Headquartered in London, BLP also have offices in Abu Dhabi, Brussels, Moscow, Paris and Singapore with non-exclusive, proactively managed relationships with over 100 preferred firms in more than 65 countries around the world. Clients are diverse and include major corporate organisations and financial institutions through to government, prominent public sector bodies and individuals. BLP are accredited with a number of awards including Law Firm of the Year for both 2004 and 2010 awarded by the British Legal Society and Lawyer awards, the only law firm to have achieved this, as well as UK Law Firm of the Year 2005 by Chambers & Partners.

Benefits

- For partners, lawyers and associates - functionality and flexibility of wireless headset key differentiator to other headset solutions and is far superior
- Legal PA's benefiting from comfortable headset with exceptional call clarity for long time wear dealing with complex and detailed calls, and recording important information
- Hands-free flexibility and excellent call clarity critical as each conversation must be clearly understood in legal understanding and compliance
- Ease of set-up, plug and play



“The CS70 has allowed me to work in a much more flexible way. It has a good range and is very comfortable for wearing over long periods of time.”

Jonathan Brenner, Director at BLP

Meeting BLP's requirements

Plantronics and BLP have been working together for several years, with the law firm using Encore Monaural noise-cancelling headsets in the UK and abroad.

Most recently and with a requirement for more flexibility and fit-for-purpose headset solutions, BLP now have some 600 headsets with a combination of Plantronics CS70 wireless and EncorePro®. The headsets are used by around 400 wireless users and 200 corded users.

David Little, Telephone Supervisor explains, “we needed to enhance our telephony to accommodate more flexibility for our lawyers, partners and associates who need to move around the office more, and appropriate for our more deskbound staff in our business services team. A mix of wireless and corded headsets was the perfect solution.”

The CS70 has the Plantronics noise-cancelling microphone and DECT™ digital wireless technology to ensure excellent audio quality so that every call can be heard clearly.

David continues, “For our partners, lawyers and associates the functionality and flexibility of the CS70 wireless headset is a key differentiator to other headset solutions and is far superior. The hands-free flexibility and excellent call clarity is critical as you can imagine, each conversation must be clearly understood in our business of legal understanding and compliance, and this had had a terrific impact on our everyday working environment.”

For the business services team, BLP have upgraded to the EncorePro® headset. Designed for comfort, long duration wear and with business-class performance, Encore has advanced features for desk-based office professionals, with precision-fit, extendable noise-cancelling microphone and high-frequency wideband response; ensure precise listening levels and audio clarity. The noise-cancelling microphone with sliding boom that easily slides out of the way when not in use and Quick Disconnect feature lets users walk away from their phones without removing headset.

David comments, “Our business services team, particularly PA's, must have a comfortable headset with exceptional call clarity for long time wear. They are equally dealing with complex and detailed calls, and recording important information, so each and every call must be crystal clear.”



Plantronics EncorePro® Headset



Plantronics - The Voice of Unified Communications™

Plantronics offers one of the industry's most complete families of corded and wireless products for unified communications. Widely recognised for their sound quality, reliability and comfort, Plantronics' audio solutions help companies extend the benefits of IP communications throughout the extended enterprise, fostering better business communication and efficiency regardless of where professionals are working.

To view our full range or to trial our products please call us on 01793 842 426 or visit our website www.plantronics.com

To read more on how we've helped others, please visit www.plantronicscasestudies.com

“Another key benefit of Plantronics headset solutions is the ease in which we can set them up. It is simply plug-and-play! The appearance of the headsets, functionality, excellent call clarity and comfort is far superior to other headsets on the market. Plantronics really do understand the needs of the customer and the working partnership and support is equally excellent. I use a CS70, which is important for me with my responsibility for telephony and the ability to take my headset and calls with me as part of my role. Indeed, any other headset would probably feel alien to me now!”

David Little, Telephone Supervisor

