



Case Study:

Clifford Chance

Seamless communications and collaboration across borders for global legal firm

Clifford Chance LLP is a multinational law firm headquartered in London, UK. A member of the “Magic Circle”, it is one of the ten largest law firms in the world measured both by number of lawyers and revenue.

C L I F F O R D C H A N C E

Snapshot

- Legal
- 7000 + users
- Microsoft Lync Online deployment
- Global communications
- Cloud security

What did Clifford Chance want to achieve?

Clifford Chance wanted to enable their partners and staff to communicate easily across borders and with speed so they could respond to clients quickly and accurately with the best resource.

Cloud Business were recommended by Microsoft as Clifford Chance had a very specific requirement not met by Microsoft 365. They needed to have an auditable trail of all changes made to the service, including password resets, enabling new users and making changes to users to conform to IT Policies.

How did we help them to succeed?

Clifford Chance engaged Cloud Business to provide planning, design and integration consultancy to get the products live for users. Cloud Business also supplied Cloud Manager, a uniquely designed Office 365 secure management software to enable Clifford Chance to meet their compliance standards.

Clifford Chance purchased Microsoft Lync Online (formerly Office Communications Server Online) to provide a supported and managed platform to deliver the service out to their users across the world wherever they are.

Users can also access Lync from mobile devices and tablets.

Were Clifford Chance happy with the outcome?

Instant Communication, delivered by Lync, provides users with a platform for seamless communications, underwritten by Microsoft's SLA and supported by Cloud Business.

Staff at Clifford Chance can now see each other's online status, contact each other quickly and receive near instant responses, making the experience for the client seamless.

The reduction in travel, delayed responses and improved client satisfaction have made this a successful project.

"Legal firms have a highly valuable resource, their staff, so every second counts in delivering the best experience to them and their clients."

James Butler, CEO, Cloud Business

A final word about Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

Over 20 years of experience in the delivery of IT Support and project services to recognised UK and global brands on a 24 x 7 x 365 basis.

Highly accredited to SDI4* (one of only two companies globally), ISO 27001 and ITIL standards.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your users and IT team with modern workplace solutions, please contact us at hello@cloudbusiness.com, or talk to us on 0845 680 8538.

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