CALLING IN A WITNESS
Managed Video Services for a Global Law Firm

Customer Challenge

A global law firm sought to adopt a video conferencing solution, but it had very specific requirements due to the nature of its industry. Its solution would have to be 100% reliable because it would be used in a for-profit model; in addition to utilizing video for internal meetings, attorneys would be holding billable calls with clients over video. As a result, the video conferencing solution would need to be easy to use, work flawlessly, and enable the highest possible call quality.

ConvergeOne began by building several conference rooms. Pleased with the quality of the rooms, the law firm decided to work with ConvergeOne to build three additional custom, immersive rooms. These rooms would be used to hold annual partner meetings, eliminating the need for partners to travel from all over the world so they could all meet in the same room. Because the project had such high visibility, the director of IT looked to ConvergeOne to provide ongoing, day-to-day management of the global video initiative.

The Customer's Desired Outcome

To offload management of the global video environment and ensure that the conference rooms undergo continual refreshes to keep pace with innovations in the video conferencing industry.

**Visual Experience Group
Use Case**

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The ConvergeOne Response

At the request of the director of IT, ConvergeOne's Visual Experience Group (VXG) developed a plan to assume responsibility for the day-to-day management of the video environment. Moving forward, the VXG Team would receive monitoring alerts and test the global systems daily to ensure everything remains up and running and resolve any issues immediately, before the law firm or its clients would be impacted.

Instead of having the three immersive rooms reside on the customer's corporate WAN, ConvergeOne built a video overlay network so that its VXG Team would be able to troubleshoot right away and contact the carrier on the customer's behalf to resolve issues. This gave the law firm confidence that it would be able to reliably use video conferencing with clients and in important meetings, with 24x7x365 access to ConvergeOne's experienced team to manage the environment, run the conference bridge, and provide white-glove services.

Unlike other video resellers, ConvergeOne has one Global Account Team that is dedicated to servicing the customer, which is extremely important for a large, international firm. The customer has entrusted ConvergeOne to adhere to its global corporate standards for all conference room build-outs. ConvergeOne provides a dedicated multimedia engineer who is responsible for maintaining the established global standards, ensuring that ConvergeOne will deliver each project and experience consistently.

Results

ConvergeOne has provided the law firm with truly immersive conference rooms that save its partners a considerable amount of time and money by reducing their need to travel for meetings. Instead, the firm's partners meet in rooms that are equipped with large screens and crystal-clear video, which makes them feel like they are all still in the same room. Video has also helped the law firm attract and retain top talent. The firm holds end-of-summer intern meetings over video so that the interns can experience the true breadth of the practice and meet with other executive partners. The addition of video greatly increases the interactivity of the meetings, allowing the interns to get more out of them.

ConvergeOne is continuing to refresh the law firm's conference rooms across the globe. Moving forward, the customer is considering integrating its conference rooms with additional technology platforms that evolve its unified communications strategy. As a multi-vendor and multi-practice partner with expertise outside of video, ConvergeOne will remain the law firm's partner of choice regardless of which technology it chooses to pursue.