

lindsays

-VIRTUAL MEETINGS

Microsoft Teams enables working from home for Law Firm Partners and Staff.

Challenge:

In response to Covid-19, Lindsays staff were required to work from home at short notice, but their existing teleconferencing solution was audio only. They wanted:

- to retain employee engagement through the rapid deployment of a videoconferencing solution to support department meetings.
- to provide the capability to host videoconferencing meetings with Lindsays clients and other Firms.
- the solution to be accessible across a range of devices including via a browser and on mobile devices.

Solution:

Quorum configured Microsoft Teams to quickly address the challenges raised by Lindsays.

- Microsoft Teams was chosen as it met all of the requirements above, and is fully integrated with the rest of Lindsays Office365 software.
- Teams was initially rolled out to an initial group of users, and following the successful pilot it was quickly enabled for the rest of the Firm.
- Microsoft Stream, a corporate video sharing service, was enabled to allow the leadership team to deliver updates to staff as well as providing a platform for delivering IT “how to” video guides for staff working remotely.

“Huge thanks to the Quorum team for pulling out all the stops to get the majority of the firm up and running from home in record time.

We held a board meeting today using Microsoft Teams which was only enabled yesterday and I’m incredibly impressed with how easy this was. This experience will certainly make me reflect on how I, and we, work going forward.”

IAN BEATTIE,
CHIEF OPERATING OFFICER

Result:

- Within a few days of the requirements being agreed with Lindsays, Teams has been configured and made live to users who are already taking advantage of the opportunity to collaborate more effectively with their colleagues through chat, group chat, video meetings and video communications with very little training required.
- This approach was based on Quorum's "Fast Teams" approach which aims to get our clients up and running quickly with the basic functionality of Teams for videoconferencing, telephony and messaging, with a plan then agreed to review and enhance the adoption over the coming months as staff become more familiar with the essentials.

Why Teams?:

- Fully Software as a Service Cloud solution backed by SLA's from Microsoft.
- Lindsays had existing Office365 licensing, so there was no additional software costs.
- No additional security set up for the end user (existing O365 credentials & multi-factor authentication for a high level of security protection).
- The intuitive, user driven interface of Teams, combined with access to a range of adoption based user resources (built into the application), we could deploy this solution quickly, with limited training and support.

Gold

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