

seriun

Myerson stay better connected working from home with a 3CX phone system



myerson Case study


The 3CX phone system enables effective remote working while providing huge cost savings

Since the start of the 2020 pandemic, we have seen a huge rise in businesses adopting a working from home strategy. A natural part of this process is the need for a business phone system that allows communication to continue from anywhere. Myerson were no different - their entire team began working from home and they required full operations setting up, including a reliable phone system, to keep all their team better connected.

The problem: Myerson were operating a legacy phone system using outdated technology with no modern features. They did not have call reporting, call recording, call transfer, or mobility - which are crucial, not only for a modern growing business, but especially in the current climate where the global health crisis rendered whole teams home-bound.

The solution: We replaced Myerson's old Avaya phone system (that could not be used at home) with a 3CX cloud desktop / softphone system.

As the new system is cloud based, we were able to switch Myerson over to it remotely - using our End Device Management solution. As a result, they did not suffer any downtime and were able to continue communicating internally, and externally, as normal.



Implementing a softphone system was the last piece of our remote working puzzle. Serium were able to recommend a feature rich, robust system that covered all our business needs. Implementation was quick and efficient and went off without a hitch.

3CX has allowed us to better serve our clients from wherever we are, ensuring that we provide the best possible service. It was a pleasure to work with Serium and the team on this project!

Jake Bradley
Service Desk Lead, Myerson

Myerson are an award-winning law firm and are one of the largest independent legal practices in the North West of England.

About Myerson

They provide the highest quality legal services to businesses and individuals across the UK and worldwide.

Established over 35 years ago, their team has now grown to 20 partners and 100 staff, with experts in many specialisms and sectors.

As part of their support package we included training, configuration and day support - giving Myerson peace of mind should any issue occur.

The benefits: Myerson are now enjoying a flexible phone system that allows their team to seamlessly work from home and stay better connected, from anywhere.

3CX has enhanced collaboration and productivity, particularly when moving from one location to another. It is a feature-rich system that provides Myerson with call routing and reporting - allowing calls to be answered more effectively by the correct departments.

Overall, 3CX is a very cost effective system that has reduced Myerson's business telephone costs dramatically. In addition, their customer and client communications have improved significantly thanks to their ability to now make 'on the move' business calls.

serium