

# Professional Service Firms and Practices

With MiVoice Office 250

## MiVoice Office 250

- STAR – Flexible Routing
- Meet – Me Conferencing
- Twinning
- Teleworker
- Staff Presence
- Automated Announcements
- Simplified Management
- Instant Messaging
- One Number



Excellent communications are at the forefront of every professional service providing organisation. Mitel® offers every practice, agency and firm the opportunity to embrace new communication methods that enhance client relationships, support attraction and retention of key employees while improving collaboration and contact between colleagues and clients.

Mitel MiVoice Office 250 enables the professional knowledge worker to be readily accessible to clients and colleagues regardless of their working location. By utilising the embedded mobility and collaboration tools, firms can provide exceptional client service, streamline business processes and lower the overall total cost of ownership.

## Overcoming professional service challenges

Your clients are increasingly demanding direct access to skilled professionals

The first point of answer to any client call is critical. Simple call routing to available professionals and presence tools to enable receptionists and employees to view the status of a colleague before passing through calls avoid answering delays and the need to leave unnecessary messages.

**Attracting and retaining key talent and providing a work/life balance is a critical**

Take advantage of broadband to extend corporate communications into employees homes and when necessary client premises. Mobility solutions ensure key staff and fee earners can work from locations of their choice without having to utilise different communications tools. Frequently these communications tools can be incorporated into their own smart phones and tablet devices.

You are targeted with reducing IT costs and simplifying the administration of communications

MiVoice Office 250 provides a complete suite of productivity enhancing tools out of the box as standard. This reduces installation, maintenance and ongoing administration while also ensuring valuable storage space is not wasted on providing room for large amounts of servers.

#### Accurately billing for chargeable communications is a Key Performance Indicator

From simple call recording to telephony charging with practice management applications, to ensuring all time for communication is billed regardless of location, Mitel can implement or work with applications that ensure mistakes in billing are reduced and all time is captured.

### Benefiting professional service firms and practices in many ways

Professional Service Organisations are facing an increasingly competitive environment. New entrants into the market offer services in different ways resulting in price pressures while new recruits, especially from graduate intake programs, demand flexible working and are increasingly demanding that consumer technologies they use in their personal lives are available in the work place.

#### CREATING THE PROFESSIONAL IMPRESSION

Handled properly, telephone communication can create a positive impression of client service. Handled incorrectly it will create a negative impact from which the business may never recover. For this reason, having the right tools to manage incoming calls is pivotal to successfully managing contact with clients. To ensure incoming traffic is running smoothly, switchboard operators and receptionists can utilise Phone Manager to view the availability status of employees and route them according to availability.

#### FOR PARTNERS, FEE EARNERS AND KNOWLEDGE WORKERS

Maintaining regular communication with colleagues and clients is of paramount importance. Embedded applications and integration with Mitel MiCollab allow all professional service employees to:

- View the presence and availability of co-workers who maybe travelling or working from other locations
- Use Instant Messaging for quick questions to colleagues
- Set-up ad hoc Meet-Me Conferences or initiate fully featured Audio, Web and Video conferences
- Share documents in real time with colleagues and clients to reduce the amount of time needed to edit and approve collateral, contracts or designs
- Deploy teleworker solutions to employees home offices. This has a positive impact on quality of life for both employees and the clients who are often forced to work long hours
- Scheduled Time-based Application Routing (STAR) allows multiple ringing plans to automatically vary how inbound calls are routed depending on time of day, day of week or specific dates. STAR is ideal during busy periods or specific times of the year when bespoke announcements can be played.

#### FOR THE IT DEPARTMENT

The reduction of IT and Operations Management related costs are increasingly key performance measures for IT Managers and Practice Managers. Mitel MiVoice Office 250 sits at the heart of supporting these measures.

MiVoice Office 250 enables small and medium sized businesses to blend their voice system into their data network, creating a cost-effective, efficient communications environment delivering a hybrid digital/IP communications platform.

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