



# GCI CV

## LEGAL SECTOR

Although it's critical for all business technology to operate within the confines of the law, when it comes to the Legal sector the pressure is on to set an example. Whether it's agile working to support staff working outside the main office or the challenge of GDPR, GCI have a wealth of expertise in assisting the companies in the Legal industry to meet – and exceed – their IT needs and expectations.

Having worked with top Law Firms and Solicitors such as Fieldfisher, Keoghs, Turbervilles and Pitmans, at GCI we

fully understand the IT challenges faced by the Legal sector. We make sure we keep ahead of the curve, and were Headline Sponsor at the Legal Technology Forum in March 2017. And we also practice what we preach - GCI is ISO 9001, 14001, 20000 and 27001 certified and one of only a handful of IT companies in Europe to have its own Level 1 PCI platform. No matter the technological difficulties your company faces, you can rest assured that GCI are well-placed to help you resolve them.

## Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Legal sector tell us they face:

- The ability to deliver and support a scalable and flexible communications platform for all fee earners.
- Implementing and enforcing agile working policies for staff working from home, travelling or at other offices.
- Being able to evolve and grow whilst minimising capital outlay.
- Ensuring client data and case files are always secure and will comply with GDPR regulations.
- Meeting client demands to interact with the firm across multiple channels (Omnichannel).

- Having in place an IT solution that scales easily and cost-effectively to support mergers and acquisitions.
- Reducing “per-transaction costs” and simultaneously catering for volume-based transaction services.
- Mergers & Acquisitions leading to very little or no collaboration or integration amongst teams and departments due to a proliferation of disparate systems in place.



## Just some of the solutions GCI provide to the Legal Sector

### Microsoft Teams

Microsoft Teams is a task-focused, Office 365-oriented, collaborative platform designed around productivity. Bringing together the people, content and message tools that your Legal teams use every day, Teams acts as a hub for structured and unstructured content. You no longer need to open Outlook, Skype for Business, SharePoint or other applications to gather the information you need, it's all in one place.

### Microsoft 365

A complete, intelligent, secure solution that empowers your employees to work collaboratively, securely and on-the-go. Combining Office 365, Windows 10, and Enterprise Mobility + Security, Microsoft 365 enables your Legal firm to foster a modern and highly secure workspace for employees empowered by teamwork and collaboration - everything you need to succeed in a global, digital market.



### Skype for Business

Skype for Business brings together all of the typically disparate ways to communicate into one platform, so employees can access and use multiple communication applications through a single interface, using any device and from any location. Benefits include not just Voice capabilities, but Video Calling, IM, Presence, Click-to-Dial and more. It also means that Conferencing is simple and FREE – no cumbersome keys, logins or telephony bills!

### Enghouse Interactive Communications Centre (EICC)

Enghouse Interactive’s Communications Centre (EICC) is a market-leading contact centre solution which enables your Legal firm to leverage Skype for Business’ unique features, achieving exceptional gains in service quality and efficiency, plus a compelling return on investment. EICC intelligently streamlines and centralises all contact types in a single, fully-integrated solution with a user-friendly interface. Omni-

channel queuing and skills-based routing ensure all types of interaction are identified, prioritised, routed and transacted expertly - first time, every time.

### Managed Security Services

GCI’s market-leading Fully-Managed Security Service incorporates advanced threat detection, proactive monitoring and real-time alerts, all managed for you round-the-clock by our dedicated, expert Security teams. Working in collaboration with some of the world’s best IT security organisations – including Fortinet and AlienVault - by identifying, logging, scoring and acting upon alerts 24/7, we can reduce the impact of security events and leave your Legal firm confident that the security of your systems is in safe hands.



## Case Studies

Click below to read more about our Legal Sector Case Studies.



## About us

GCI are a leading Converged ICT Service Provider. For two decades we’ve been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers. We help thousands of Public and Private sector customers globally transform from traditional technology environments to digital BAU. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

For more information regarding our services, please contact us at: