

**Case Study:** Corporate Sector



**Telephonetics vip**  
*making sound  
business sense*

# A Leading City Law Firm Uses Telephonetics VIP Business Continuity Services

**Slaughter and May, a leading City law firm, has been using the Telephonetics VIP ContactPortal® at their Bunhill Row, London office since June 2005. Now the firm has used Telephonetics VIP speech solutions to ensure telephony continuity in any situation.**

The Telephonetics VIP ContactPortal®, a speech driven virtual operator, enables members of the firm to simply say the name of the person or department they wish to contact and be connected quickly and efficiently - remembering extension numbers or searching for them in telephone directories is no longer required.

In the event of an emergency or disaster, Slaughter and May were keen to ensure continuity of service to all their clients and therefore decided to put in place a Business Continuity system for the firm's telephony.

The decision was taken that a second ContactPortal® solution would be installed at Slaughter and May's contingency site. The system has a duplicate database of contacts and synchronizes with the Bunhill Row office system to ensure contacts remain up to date.

In the event of an emergency damaging the infrastructure of the Bunhill Row building such as a fire, electrical fault or more extreme circumstances, for example a terrorist attack, the main phone contact numbers would be redirected to the ContactPortal® at their contingency site. Calls are then processed by the ContactPortal® until operators are relocated and ready to receive calls again. This provides a polite and efficient service to clients and minimizes any interruption to business.

If desired, ContactPortal® can inform callers that an evacuation is in process, prior to connecting them to their requested contact.

The ContactPortal® allows members of the firm to have a dedicated evacuation contact location on the system. When an evacuation is invoked, calls for a contact would be routed to their predefined evacuation contact location instead of their desk. Where no evacuate preference has been set, a mobile and/or home number would be tried before placing the call to an operator.

If, during an evacuation, members of the firm decide their pre-set evacuation location is no longer appropriate, users can change their contact location using the ContactPortal®'s TUI (Telephone User Interface). For example, if the evacuation contact location is their 'mobile' but the user is working at home during the evacuation, they can route calls to their home number instead, thus ensuring maximum flexibility at a critical time.

The ContactPortal® will also enable members of the firm to call into the contingency site and use the speed dial facilities to ensure they can easily contact other staff and clients without needing to look in directories or speak to operators, despite being at temporary office accommodation or even working from home.

Telephonetics VIP is a leading provider of hosted and customer premises speech recognition and voice automation solutions. From voice diallers that automate the operator function and deliver hands-free mobility, to MovieLINE<sup>®</sup>, our cinema information and booking system, we have consistently demonstrated our ability to deploy market tailored speech solutions into very demanding environments,

delivering real business benefits to our customers. Our solutions for self-service, call steering, mobility, outbound messaging and business continuity deliver all the potential that speech has to offer.

Telephonetics VIP – making sound business sense for over 13 years for public sector and corporate clients including Global 1,000 customers.

**For further information,  
contact us today on  
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and say "sales"**

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