

FIELDFISHER LOOKS TO THE FUTURE, WORKING WITH INTERCITY TO ENHANCE MOBILITY STRATEGY



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MABEL EVANS, IT DIRECTOR

ABOUT FIELDFISHER

Fieldfisher is a European law firm with market leading practices in many of the world's most dynamic sectors including Real Estate, Energy, Financial Services, Government & Public Services, Hotels & Leisure, Life Sciences, Media, Telecoms and Technology. Clients choose to work with Fieldfisher because they deliver commercial, pragmatic and innovative solutions through their exceptional legal expertise and experience.



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THE PROBLEM

Fieldfisher recently performed an extensive review of their business mobility services and chose Intercity Technology to provide and manage its mobile devices and airtime. This has resulted in the effective introduction of a more fit-for-purpose mobile device strategy and tariff plan, which offers much more value. The result of this change is increased features and mobility, which has given the lawyers and business support teams at the firm more flexibility to perform their roles.

Prior to working with Intercity Technology, Fieldfisher was using Blackberry handsets. With their existing contract coming to an end, Fieldfisher wanted to reduce costs, but also achieve bill stability with the increased threat of handsets using more data, especially overseas. Providing users with smartphones that can improve their efficiency was also vital to the review process.

THE SOLUTION

Fieldfisher first considered reviewing Microsoft handsets after attending a co-hosted Intercity and Microsoft Devices event where they were provided with information about the strategic vision of Microsoft within the mobility space.

James Allen, Head of Professional Service Sales at Intercity explains, *“It was really beneficial that we started engaging early with Fieldfisher at our event to clearly understand their requirements and future vision. We then followed this up by attending onsite meetings with Microsoft and setting up a proof of concept handset trial for partners to use the handsets for their daily working. Working in close partnership with our partners at Microsoft, we also added value by arranging onsite user training on*

how to use the handsets and features, which enabled users to fully embrace the new technology.

After a successful trial, Fieldfisher, who already use Microsoft products within the business, decided to move to Microsoft devices using Intercity Technology to manage its services on the Vodafone network. James added, “Once we were given the good news on the contract win, we got to work straight away with detailed planning on the migration. Fieldfisher was changing networks as well as their handset solution, so we needed to work closely with them to ensure a smooth and timely transition.”

James continues *“Within the legal sector it is critical that users have access to their information at all times, so keeping downtime to a minimum was critical. The Intercity support team were onsite during the porting process as well as Microsoft who provided end user training. Within one week we had transferred and trained over 200 users!”*

IT Director, Mabel Evans added, *“We agreed the transition process with Intercity in advance. Intercity were very thorough and completed the actions as agreed. This ensured that the transition occurred smoothly and on time. Having Intercity’s support staff on site all week to manage the transition was very beneficial too.*

Intercity Technology is incredibly pro-active with our account. They provide useful reports and alerts on our usage to both the UK and globally, which really help pinpoint areas where usage is high to prevent bill shock. The new bespoke tariff has provided excellent commercial savings as we now get bill stability from our unlimited calls with the added benefit of global minutes and data. In addition, they advocate regular account and customer service reviews, which result in strong working relationships. We now see Intercity as a true partner for our mobile services.”

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JAMES ALLEN, INTERCITY TECHNOLOGY

Mabel Evans concludes with the positive employee feedback she has gained, “People don’t generally like change with regard to technology, but our users have embraced the change and have learned how to use the handsets efficiently. Advantages for our employees include being able to read documents clearly, pick up calls and instant messages when they’re on the move and use new apps that make them more organised, such as Cortana. We believe in having one Microsoft Eco system and look forward to working further with Intercity and Microsoft to further achieve this vision.”

Significant savings through increased bill stability

Fit for purpose mobility strategy implemented

Onsite user training provided for over 200 users

Flexibility increased through enhanced features & mobility

KEY
SUCCESSSES

ABOUT INTERCITY TECHNOLOGY

Intercity Technology help you transform business performance through communications technology. By connecting and securing your communications technology to work seamlessly together, we help you communicate more effectively, making it as easy for your team to

work from your office, as it is from home or attending a conference on the other side of the world. Supported by resilient technology and utilising our expertise of enterprise mobility solutions, we can create competitive advantage for your business.

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