

# SPITFIRE'S 21<sup>ST</sup> CENTURY SOLUTIONS TRANSFORM THE WAY CALTHROPS OPERATE

## CALTHROPS SOLICITORS LLP

***Calthrops is a rural South Lincolnshire High Street Solicitors practice specialising in Residential & Commercial Property, Wills, the Administration of Estates and Trusts, Family and Matrimonial matters and general Litigation and Dispute Resolution in Spalding and Holbeach. Calthrops was established over 175 years ago and is believed to be the oldest established firm in town.***

Spitfire is a multi-award-winning Internet Telephony Service Provider specialising in supplying voice and data integrated solutions, carrier network services and internet connectivity that deliver cost savings, increased productivity and efficiency.

### Relationship with Spitfire?

Craig Delaney, Managing Partner and de-facto head of IT at the firm discusses:

When I first arrived at the firm the use of technology was somewhat outdated and misunderstood. It was clear, at that time, that I basically knew more about IT than anyone else in the firm and hence I took on the role of handling the firm's IT eventually becoming the firm's IT Partner. management system.



In those early days, our two offices (Spalding and Holbeach) were not linked or connected in any way and data back-up had still to be established at our Holbeach branch. My early work focussed on getting our two offices connected and then latterly installing a firmwide case management system.

When you bring in a new case management infrastructure as we did in 2015, which was Cloud based, suddenly you become very reliant on your communications infrastructure – especially your Internet. In addition, our telephone system was a basic and outdated analogue system which was well overdue for replacement with a digital Cloud system. So we desperately needed technological support which is where DSM (our IT support company) put us in touch with Chris Wilkinson at Spitfire.

***A firm of our size doesn't enjoy the luxury of a standalone IT department, everything pretty much gets outsourced to partner companies and Spitfire has done an amazing job at managing all of these relationships for us and supporting me as IT Partner of the firm.***



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A huge technology challenge for the firm is its rural location. We suffer from unreliable and slow broadband. There's not much point in having a great system if it cannot connect properly or work efficiently and basically do what it is meant to do. Our Spalding office was one of the first in the town to have fibre optic installed and it took nearly 9 months to get a VDSL line for our Holbeach office.

The continued use of our old legacy telephone system was a merry-go-round scenario especially when it went wrong with nobody actually addressing our problems. We once went nearly 3 weeks without phones! At this stage Spitfire were just supporting us with broadband but on the back of our telephone system woes, Chris suggested coming over to Spitfire who promised a one-stop shop for solving any fault or problem with the telephone system - one point of contact who would deal with everything which was a game-changer for us.

The relevance and importance of the firm's attempts to forge ahead with cutting edge technology became even more crucial once the Covid19 pandemic occurred. Ironically, from a business perspective, the pandemic was probably one of the best thing that ever happened to us.

The firm has obviously been going through quite a major change over the last 18 months, as I suspect has been the case for many companies. We ended up in a situation where we used a core number of socially distanced support staff who then became our bedrock in the office. All the fee earners, the solicitors and the legal executives went home to work with the ability to dial into our cloud system.

Together with the newly installed 3CX telephone system which was also hosted in the cloud, the 3CX app allowed our team to use their office extension from anywhere.

Within the office the hardware and equipment was upgraded allowing our post to be scanned on arrival and emailed to the Fee Earners and then put onto the electronic case files that we were working on within our case management system.



It was a brave new world and after a huge change of attitude and approach for the firm and its working practices we are now a completely different place than we were before. I suspect over time we would have ended up where we are now but I believe the pandemic has just accelerated that process.

The 3CX system enables us to centralise all of our calls directly to our main Spalding office; anybody ringing either office comes through to our main switchboard. This enables us to offer a seamless service to our clients. Having these systems in place helps tremendously when you're speaking to clients. You don't misinterpret what is said and you have the facility to record calls if needed. Whilst the old analogue service was just about ok, you never really appreciate how good things can be when you move to digital. It has made us realise how much voice quality matters. Across our two offices, the 3CX service is delivered over Spitfire's own Voice Approved broadband or Ethernet circuits guaranteeing the end-to-end call QoS with guarantees on Latency, Jitter and Packet Loss both upstream and downstream.

We're meaner, we're leaner and far more agile than we ever used to be. We're also delivering a much-improved level of service to our clients, which is what truly matters to any law firm.



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