



At a Glance

Cisilion worked to deploy Microsoft Teams to replace Fieldfisher's existing Skype for Business deployment.



COLLABORATION



PRODUCTIVITY



COST SAVINGS



Who is Fieldfisher?

Fieldfisher is a Times Top 20 law firm, specialising in technology, financial services, energy, natural resources and life sciences, operating with 1,700 employees across 25 international offices in 11 countries.

“Cisilion are a very professional organisation and I have great confidence in their ability to deliver complex projects of this type with ease. All of their personnel have been engaging and supportive and we have definitely chosen the right supplier.”

Mabel Harvey, IT Director, Fieldfisher



Challenges

Solution

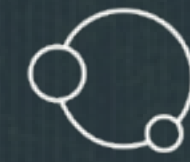
Benefit

[Watch the video](#)

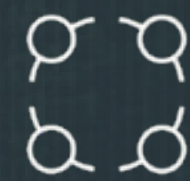
- 1 **Skype for Business meetings and collaboration solution approaching end-of-life.**
- 2 **Drive down collaboration costs while improving user experience.**
- 3 **Disparate global workforce of 1700+users based across 26 offices.**
- 4 **Existing collaboration solution environment was fragmented and siloed.**
- 5 **On-premises Exchange infrastructure required a complex cloud migration to Microsoft Teams.**
- 6 **Complicated ecosystem of vendors led to the use of many third-party platforms and a disjointed user experience.**



The deployment was implemented through the collaborative tool, SharePoint, and transitioned to Teams after the initial deployment. This was the centrepiece of decision making as it was always live, accessible, and accurate.



Our telephony solution included a hybrid approach, taking into account Teams Direct Routing SIP Trunks, provisioning of new local phone numbers, porting of existing number, as well as inbound and outbound PSTN.



As the project included migrating all mailboxes to Exchange Online, a lift and shift of the existing Skype for Business policies and replicated dial plans – Skype for Business was initially the primary collaboration tool, therefore user adoption and change management was vital as we transitioned to Teams to ensure there was no added complexities to the project.

The solution also included the deployment of:

- Attendant console – replacing existing Bridge attendant console services
- Contact centre – assisting Fieldfisher’s IT helpdesk to manage internal support tickets
- Call recording, logging, and reporting.
- End user adoption services – training workshops, ‘Train the Trainer’ delivered.

All of the above underpinned by our 24x7x365 Managed Service support.



Increased productivity & cost savings

Fieldfisher immediately realised a variety of benefits and cost savings, allowing them to increase productivity and efficiency within the company and team. The ability to collaborate across their 26 global offices is vital to ensure that they can communicate seamlessly and effectively.



Workshops and pilots

In the future, Cisilion will be supporting Fieldfisher in making decisions on how best to use the variety of collaboration benefits that Teams has to offer – including governance workshops and a 10-user collaboration pilot.



Increased team efficiency and productivity

Teams has proved to be an enabler, allowing Fieldfisher to deliver new IT services to its staff quickly and efficiently. With one sole vendor addressing their IT posture, the internal IT team is now able to be more proactive with projects instead of managing specialised resources.



CISILION

About Cisilion

Our customer led approach means we work with firms globally to successfully implement collaboration experiences that inspire employees and help retain and attract top talent.

Our award winning projects are complemented by our long standing and strategic relationships with some of the world's leading technology partners including Gold Partnerships with Cisco and Microsoft.

As 1 of only 2 UK partners who hold both Cisco and Microsoft advanced collaboration accreditations, you can trust that we have complete expertise to deliver. From intelligent spaces, secure network, managed meeting rooms, and employee devices – you can rely on us.

[Book a collaboration workshop](#)

