

Diamond and Diamond Case Study

How Comwave Business Solutions provided scalable Voice, Call Centre and Managed Network solutions to support Diamond and Diamond's extensive multi-site, cross Canada growth.

At a glance

Diamond & Diamond is a team of lawyers who rely on their reputation in the field and extensive experience in personal injury to provide clients with a dedicated support system over the duration of their case. Residents of Ontario, BC and Alberta often turn to Diamond & Diamond because of their talent, knowledge and willingness to negotiate difficult situations in personal injury. Some of the practice areas we serve, include: Car Accidents, Slip and Fall, Brain Injuries, Work-Related Injuries, Wrongful Death, Animal and Dog Bites, Long Term Disability.

Key Metrics

- Scalable Voice Services Platform across multiple locations
- Integrated Hosted PBX with central Call Centre Functionality
- Managed WAM providing High Availability (100% Uptime for Voice and Data)



 Law Firm

 www.diamondlaw.ca

 Toronto, ON, Canada

CHALLENGES

Since inception, Diamond and Diamond has utilized Comwave's Hosted PBX platform, initially for voice services at the Head Office in the Greater Toronto Area location. They quickly gained prominence as the preeminent Personal Injury Law Firm in the GTA and have experienced explosive growth across Canada over the past decade. Comwave has enabled Diamond and Diamond to keep ahead of the curve by providing a scalable, cloud-based voice platform. This enables cross country office-to-office communications through extension to extension dialling without having to spend capital on premise-based equipment for each location. In addition, Comwave has integrated a Call Centre platform along with managed WAN services ensuring optimal customer access and 100% uptime.

Diamond and Diamond Required a Solution to Enable:



Scalability to support growth across multiple sites



Call Centre features for inbound call handling



Sufficient bandwidth with LTE failover



High Availability (100% uptime)

It was critical for Diamond and Diamond to have a provider that delivered an all-in-one solution delivering a voice services platform for each location with central Call Centre capabilities. Comwave's Call Centre technology provides Diamond and Diamond with seamless integration with our Hosted PBX platform running over a Managed WAN. Comwave's Coast-To-Coast National Network provides Diamond and Diamond with a single point of contact for both Voice and Data.

BUSINESS REQUIREMENTS

1 Scale In Tandem With Multi-Location Growth

Having a customized voice solution that scaled with multi-location growth. It was essential to have a fully integrated system that required no Capital outlay as each new location was added along with Call Centre functionality to support the entire enterprise.

2 Single Source for Voice and Data

Having a single source for both voice and data ensures simplicity in the procurement process, system maintenance and streamlines the AP process (one vendor – one invoice). With our secure MPLS network, Comwave has the network to fully support Diamond and Diamond's cross Canada growth with Fiber, DSL, Cable LTE and Wireless solutions.

3 Reliability and Support

Having a single source also provides the added benefit of support staff who are familiar with Diamond and Diamond's customized solution, providing world class service and support.

Evolution From a Single Location

Comwave Business provided Diamond and Diamond with a Hosted PBX and data solution at the first GTA location approximately 10 years ago. As the Firm experienced rapid growth and branched out into additional cities across Canada, Comwave provided significant cost savings by providing a scalable voice platform without having to incur any capital costs. A Call Centre platform was added over time to provide coast-to-coast Toll-Free access, with transfer capabilities to each unique location. In addition, Comwave also provides a Managed WAN solution keeping Diamond and Diamond "always on, always connected."



BUSINESS SOLUTION

Key Results Metrics

- Scalable Voice Solution with no expensive Capital outlay as new sites are added
- Integrated Call Centre Functionality
- Managed WAN solution with High Availability



Call Analytics



Call Center Platform



Soft Phone:
Mobile & Desktop App



Managed WAN
Solution



VoIP Phone
Hardware



Law Firm



www.diamondlaw.ca



Toronto, ON, Canada

Comwave's Hosted PBX provided a scalable platform allowing Diamond and Diamond to add new users quickly and efficiently, along with adding brand new locations, seamlessly connecting them all across Canada. As call volumes rose and new locations were added, Comwave integrated a Call Centre solution to enable enhanced call handling capabilities and efficiencies. A Managed WAN was also implemented to ensure the Head Office had sufficient bandwidth resources to maintain High Availability.