



EVIDENCE OF A SUPERIOR SOLUTION



Fast Facts

Organisation	Giambrone & Partners LLP
Industry	Financial & Pro Services
Challenge	Converge global offices in multiple countries to increase the efficiency of communications.
Solution	Flip Connect's 3CX Hosted Phone System
Result	Solution designed, implemented and fully managed.

Background

Giambrone is a long-established international law firm offering legal advice and assistance to private and commercial clients on a wide range of legal matters and in various jurisdictions.

Their multilingual lawyers have extensive cross-border expertise operating through a network of offices in Barcelona, Birmingham, Catania, Glasgow, Gran Canaria, London, Lyon, Madrid, Milan, Naples, Palermo, Porto, Rome, Sassari, Tunis, Turin.

Giambrone has evolved in recent years, investing heavily in technology to provide their clients with the most efficient cost effective service coupled with their legal excellence.

The combination of their approach to utilising modern technology together with the continuous pursuit of improvement has culminated in Giambrone receiving a host of awards and accolades.

The Problem

Flip Connect first started working with Giambrone at their London office in 2018 when during an office relocation, their legacy telecoms provider let them down and Flip Connect managed to deploy a new 3CX cloud phone system within 2 days.

It soon became apparent that Giambrone's other European offices had a mixture of traditional and cloud-based phone systems which didn't communicate with each other and convoluted call plans were creating high call charges for international calls being forwarded between the UK and Italy.

The Locations



The Solution

Flip worked closely with Giambrone during the initial deployment program to install the 3CX cloud phone system in their offices based in Milan, Rome, Palermo and Barcelona.

Flip engineers were on-site at each office to ensure a smooth migration over to 3CX and worked with local SIP carriers to provide a local breakout to in-country phone networks. Once installed and full training given, staff members could benefit from full number portability allowing a 'work from anywhere' culture to be established.



VOICE
SERVICES



EVIDENCE OF A SUPERIOR SOLUTION



During the subsequent 3CX deployment phases, Flip came up against a challenge in Giambrone's Tunisian office as there was no in-country SIP available. We worked on a bespoke solution and installed an onsite 3CX phone system, rather than hosted in the cloud, which was then bridged to their main European server.

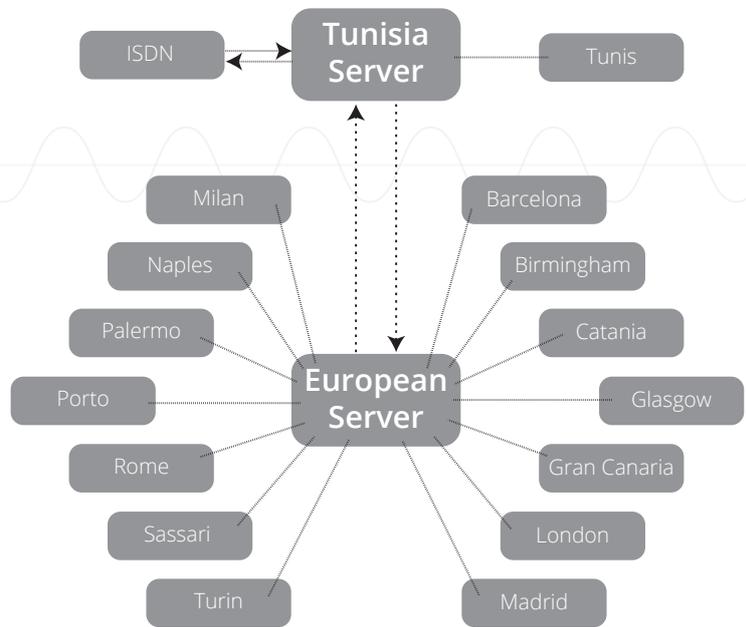
Partnering with a local in-country telecoms company allowed us to configure an ISDN gateway offering network breakout for local presence on the in-country phone network. This had the bonus of reducing their pence per minute rate down from 70ppm to zero for international calls.

Giambrone continues to be busier than ever and has grown its team to meet the increased demand for services; this has underlined the need for a phone system that would meet all of their needs. New handset requests are sent directly to the office required preconfigured, so all the end-user needs to do is 'plug and play' to get connected.

Flip Connect has deployed over 220 handsets across all of Giambrone's European and North African offices.

All office locations are connected over one 3CX system allowing staff to easily check the presence of colleagues across the entire company, making call transfers a breeze and hot-desking between offices standard practice for members of staff.

The final piece of the puzzle has been integrating Giambrone's law case management software 'Clio' with 3CX. This allowed for a Clio client profile to be launched with a single click directly from the 3CX dialler for both inbound & outbound calls allowing for greater personalisation when contacting clients.



“Once installed in our London office, we were extremely pleased with the 3CX system and the service from Flip Connect and decided we needed the same in our Milan, Rome, Palermo and Barcelona offices. The improvement was phenomenal.”

Brendan Dine, Partner CEO

Interested? To find out more information on our products call 0800 069 68 68



VOICE SERVICES