

Doughty Street Chambers: A Legal Success Story

Distance between the Board, Barristers and Clients no longer a concern with Professional Polycom and Skype for Business Implementation

About Doughty Street Chambers

Doughty Street Chambers is the home to a set of world-renowned leading barristers, with a national and international profile across civil law, public law, criminal law and international law.

Frequently specialising in human rights and civil liberties, Doughty Street Chambers has grown to become one of the largest sets in the country with over 120 members, including 34 Queen's Counsel, and with established chambers in Manchester, Bristol and London.

In July 2017, Martin Rishton, Technical Consultant at Doughty Street Chambers got in contact with VideoCentric to help implement Video solutions across their network that would fully integrate with their Skype for Business deployment.

Challenge & Solution

The solution needed:

- To enable clerks to make bookings via Outlook scheduling;
- To be extremely simple for clients and barristers to use;
- To enable flawless professional meetings;
- To connect standards-based systems & Skype for Business/O365 users;
- To enable non professional endpoint users to connect from Skype with a basic webcam on a desktop.

Due to the native integration of Polycom and Microsoft solutions, VideoCentric proposed a Polycom based solution that would provide professional Video Conferencing within the meeting rooms across the Chambers.

The solution included features for ease of use, including one "click-to-join" through calendar invites and Outlook scheduling, whilst providing members of the public a simple link to join a conference via the Skype web app.



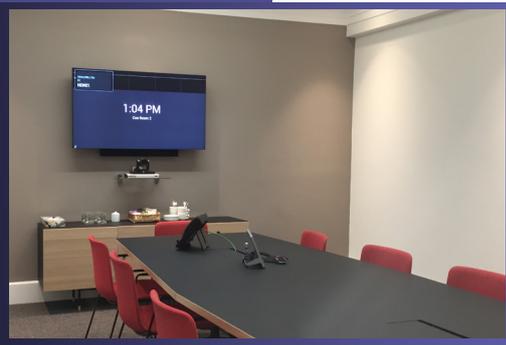
"From start to finish, the experience has been excellent. Every department has gone above and beyond expectations. From the beginning, our Account Manager, Ian Pickford, fully understood our requirements and his proposal was by far closest to the brief. He listened, was extremely inventive with his quote and has been helpful every step of the way." - M.Rishton

Technology & Outcomes

The final solution deployed across 3 meeting rooms and a large Seminar room included Polycom RealPresence Group series Video Conferencing systems with Microsoft style user interfaces and touch control, bespoke AV control wall panels and high end audio integration, including Revolabs and Polycom Trio devices.



"We were sceptical of Polycom at first - a previous deployment was poorly designed & implemented by an incumbent partner which didn't integrate with our Skype for Business or communicate through our firewall. However VideoCentric really spent time understanding our requirements and their professional design and installation has resulted in a flawless implementation. VideoCentric has changed our opinion of AV integrators and Polycom". - M.Rishton



Barristers can now quickly hold meetings with clients around the globe without the need to travel, saving £100's per meeting in time and travel. Barristers and the QC's have commented on the simplicity and quality of the solution in place, and are extremely happy with the new implementation.

The Seminar room is also used for up to 80 people at a time to help present Doughty Street to new clients and to run large scale events, which can now include speakers, barristers and attendees from around the globe.

Previously the Doughty Street Board has had to be present within the London or Manchester offices. Now barristers from further afield and around the world can be invited to be part of the board. This has hugely expanded the chance for additional experience on the board as it no longer matters where these people are based.

"The situation on site when the installers arrived presented an almost impossible task, but they were clearly very knowledgeable and a fantastic job was done in what were extremely challenging circumstances. The support team communicates well, fast and go above and beyond to research and provide answers to any questions or challenges I come across." - M.Rishton

Future

With the recognised benefits that the new solution has already brought to Doughty Street, including a saving in the first week of £500 for a Queens Counsel Barrister to visit a client in Europe, the IT team are now looking to implement additional equipment with VideoCentric across all other meeting rooms at the Chambers.

"I have no hesitation in recommending VideoCentric as the partner of choice for Video Communications in the legal sector" - Martin Rishton, Technical Consultant, Doughty Street Chambers.

Get in touch with UK Polycom Partner, VideoCentric today.
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