

Case Study

J A Kemp Overview

Established in the 1940's by founder John Arthur Kemp, J A Kemp are one of the UK's largest UK and European Patent and Trade Mark Attorney firms. Ranked in tier one by The Legal 500 and Chambers and Partners, the company has offices in London, Oxford, Cambridge and Munich. The company provides services for wide variety of clients, large and small. It has grown to become one of a handful of leading UK firms with a strong international practice. Client service is at the heart of the business. For J A Kemp, it is not just about being approachable and responsive, it is about caring deeply, going the extra mile to support clients with their daily challenges.

J A Kemp pride themselves on the breadth and depth of their patent technical knowledge. The company sets out that no area of science or technology is outside scope.

The Situation

iCS Communications have been working with J A Kemp since 2008. Initially employed to review a failing telephony system in one location, iCS Communications went on to review other locations and successfully provide other products and services.

The main London head office of J A Kemp, was made up of two separate communication systems installed on two separate ISDN30 circuits with no network connectivity or local interaction between them. This proved a problem because cables were having to be run between the offices, which was not efficient.



Our ongoing relationship with iCS Communications is really good. We meet with them regularly. They are always prompt in reacting to any questions we have. The key people at iCS Communications really understand our business and the challenges we face.

**John Routledge,
Head of Facilities
at J A Kemp**

The Solution

iCS Communications proposed a Spliceom Maximiser system in each location to take full advantage of the fibre network which was installed between the sites. This enabled inter office communications, full system DR, failing calls over between sites and allowed desktop telephony integration. One of the biggest single improvements has been seen in the company's reception which uses operators to handle all the calls into the business. Before the sites were linked the operators would have to call externally between buildings to handle calls but installing PC based WOC (windows operator consoles) which enables the operators to see at a glance the status of users across the local and now wide area network.



About iCS Communications

iCS is an independent supplier of business telecoms, data and energy to UK businesses. With more than two decades' experience, we provide you with value for money by offering the essential services you need to operate efficiently.

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Being able to handle a local line failure by failing calls over to another site has meant that calls still flow into the business and can still be handled by reception across the LAN.

The Result

The original two sites were deployed with 150 IP handsets and working closely with the partner to smooth out early teething issues, the system was deployed successfully. As the business has grown, additional IP handsets have been installed to a total of 250.

iCS Communications recommended a WAN solution effectively bringing all the sites together on a single platform. This proved a huge advantage because every site on the network has access to lines in each location which enables London for instance to call at local rate in Munich and Munich to call effectively internally to any other UK based site which has seen a reduction in call costs to clients and internally.

As technology has moved on, iCS Communications have migrated the site's to virtualised call server's and SIP trunking but also installed call recording, call reporting and mobile app integration. Duncan comments, "As part of our ongoing relationship with iCS Communications, we worked with them for other solutions such as data cabling and energy services. In fact, as we speak, we are having a minor fit-out in our London office and iCS Communications are currently on site helping us."

As part of the ongoing and growing relationship, iCS Communications now also manage fixed, mobile and energy contracts

ensuring that they are always getting the best value for money and service from the relationship allowing J A Kemp to concentrate on business.

iCS Communications Managing Director, Ben Philpott comments, "iCS Communications prides itself on providing more than just a service, we aim to work with our clients to deliver scalable solutions that fits now and enables them to grow in the future. We have been very fortunate to work so closely with J A Kemp over many years delivering not only fixed telephony but mobile, cloud and now energy management solutions. It continues to be a pleasure to work with them and to be a part of their continued growth."

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When we reviewed our communications provisions, we had an urgent need to run things more efficiently. iCS Communications recommended that we move to a WAN infrastructure to reduce call costs and improve resilience.

**Duncan Brown,
Head of Information
Technology at
J A Kemp**