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Business IT

Law firm deploys IP-PBX to meet telecom needs



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“To manage and support our business functions both locally and regionally, we needed a reliable and cost-efficient telecommunications provider,” said Adrian Peh, managing director of Yeo-Leong & Peh.

“While factors such as operational and cost efficiencies are important, we also needed a more cohesive and centralised PBX system to meet our burgeoning communication needs which our current system could not manage.”

According to information on Yeo-Leong & Peh’s web site, the firm has video-conferencing facilities which enables it to conduct hearings and liaise directly with the Registers in the courts. Online connection with the Registries also enables it to conduct searches, as well as keep updated records of case management and status reports, while a front-end system installed in the firm enables documents to be filed electronically with the courts.

The law firm selected broadband voice and data communications service provider LGA Telecom to install its IP-based PBX solution to not only expand the call centre’s capacity and productivity, but also ensure that the call centre’s operational activities are managed more cost effectively, said Peh.

LGA’s IP-based PBX system integrates both the data and voice network and includes features such as advanced call features including Auto Attendant, Automatic Call Distribution, Interactive Voice Response, Supervisory Mode Monitoring and Call Reporting. As part of the PBX solution, LGA will also be installing 200 Cisco IP phones to facilitate the firm’s migration to an IP-based platform.

Yeo-Leong & Peh is at www.ylp.com.sg and LGA Telecom is at www.lga.net.sg.



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