



“Every converged communications conversation we have with customers now includes data security and compliance, data discoverability, Copilot, and more, which is a massive opportunity for growth.”

Jamie Wheeldon, Chief Architect at Symity

Business Challenge

The Law Society, the independent professional body for solicitors in England and Wales supporting 66,000 members, had already seen the benefits of Teams Phone when they seamlessly rolled to remote work after a major fire struck their historic building and again during the COVID-19 lockdown. As hybrid work became the new norm, The Law Society wanted to **ensure equitable experiences for its staff and members regardless of whether they were in the office or working remotely.**

Partner-led Solution

Symity, the partner who led the Team Phone implementation, was re-engaged to deploy Teams Room across all **16 meeting rooms** in the grade I-listed building – rooms that are also rented out for third-party events and meetings. Symity created a design for cameras, microphones, and monitors that fit the unique shape and size of the spaces, and all rooms now feature **Microsoft Outlook-integrated room booking, “one-touch join” meeting experience**, and the **Symity Assist app**, which provides QR codes to answer common questions and self-help training videos.

Results

Together, Teams Phone and Teams Rooms are helping The Law Society to **improve worker flexibility and business continuity**. As a managed services customer for converged communications, The Law Society also benefits from Symity continually assessing needs and ensuring the organization stays up to date on new Teams capabilities for a lasting return on their investment. Symity is also helping The Law Society assess how they can incorporate Microsoft 365 Copilot to further boost personal productivity for its employees.