

# Macpherson Kelley

# Unifying A Workforce Through Robust & Flexible IT Solutions

A Unified Communications System Case Study

**macpherson kelley.**

## Case Study

Macpherson Kelley

## Website

mk.com.au

## Industry

Law

## Company Size

201-500

## Country

Australia

## About

### Macpherson Kelley

Macpherson Kelley (M+K) is a mid-sized legal firm specialising in the Australian manufacturing industry. It also provides legal services to foreign-owned subsidiaries, the media, motor dealerships, real estate agents and the accounting industry.

M+K has offices in three states and is the Australian member of the Multilaw global network. As such, the firm is heavily dependent on reliable and secure communications — between offices, with international counterparts, and with clients.

## The Summary

Macpherson Kelley's outdated ICT infrastructure was impeding efficient communications between offices, between colleagues, with clients, and with international partners.

Following careful analysis of the client's business needs, Brennan provided a best-in-class unified communication solution incorporating Cisco Meraki cloud-managed network devices, a Cisco virtualised voice and video call control platform, and cloud-based centralised management.

Macpherson Kelley can now rely on greatly enhanced employee connectedness, staff mobility, client communications, network security and international collaboration.

### Business Challenge



- Outdated ICT infrastructure
- Inefficient communication between offices, colleagues, clients, and international partners

### The Solution



- Best-in-class Unified Communications Solution

### The Results



- Greatly enhanced employee connectivity
- Improved network security
- Increased collaboration

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“Brennan delivered a solution that suited our requirements precisely. The team took [the] time to understand our requirements and identified our shortcomings so that the solution would achieve our key objectives. The process of working with Brennan was easy, and we had total confidence in the team’s ability to deliver this project successfully.”

**Matt Purves**Chief Information Officer  
Macpherson Kelley

## The Challenge

M+K’s ability to function efficiently was undermined by an outdated communications system with limited capability, a lack of internal flexibility, minimal scalability, and no network visibility or centralised control. Hot desking – to facilitate activity-based working – was impossible, network connections could not be established when moving between offices, and Citrix sessions were prone to dropping out.

Another consequence of using the archaic system was that M+K lawyers and paralegals were spending an unacceptable amount of time travelling interstate and overseas when far more efficient solutions were available.

## The Solution

Having worked closely with M+K to analyse their strategic needs and potential future challenges, Brennan deployed a best-in-class Cisco unified communication (UC) solution incorporating Cisco Meraki network devices and cloud-based management. The Meraki suite includes:

- Cloud-managed wireless LAN for faster connections, greater user capacity, more coverage, and fewer support calls;
- Cloud-managed switches providing performance, true zero-touch provisioning, network visibility, and remote troubleshooting across any location; and
- Cloud-managed security, which provided several features such as a next-gen firewall, an integrated Sourcefire intrusion prevention engine, and seamless updating across every site.

With Cisco Meraki deployed, all M+K’s networking devices can now be centrally managed by Brennan from the cloud through a single dashboard, so the firm gets the seamless visibility, flexibility, control and remote support it so urgently needed.

This leading-edge networking environment provided the foundation infrastructure on which a Cisco-based UC solution could be run. Thanks to this perfectly matched technology, M+K staff are now empowered to work when and where they want to, in a totally secure and flexible manner.

 THE SOLUTION CONT...

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Improved employee  
connectedness



Scalable technical support



Reduction in travel costs

In tackling the secondary challenges of excessive business travel and low-grade video conferencing, Brennan incorporated a Cisco virtualised voice and video call control system into the solution. It delivers premium collaboration services for up to 1,000 end users, consolidating voice, video, mobility, messaging, conferencing, instant messaging and presence, into a single centrally-managed platform.

This network and UC system is managed by Brennan Managed Services on a scalable basis, providing M+K with bespoke support that satisfies its specific needs and budgets.

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## The Results

M+K now enjoys greatly enhanced communication capabilities, including improved employee connectedness in and out of the office, access to secure and reliable Wi-Fi, network security, international collaboration, and client communications.

The tangible and financial benefits of the solution include staff empowerment, greater flexibility and mobility, improved productivity, richer user experiences, scalable technical support; and vastly reduced travel costs.

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Want more information about the products and services that Brennan have helped Macpherson Kelley with? Here's a brief overview.

Visit [brennanit.com.au](http://brennanit.com.au) for more information.

## Related Services

### Voice, Internet & Unified Communications

We have a range of internet connection services and UC solutions – both cloud-hosted or on-premise – to suit your business needs and budget, and we're not tied to a single network or provider so we are guaranteed to be able to provide you with the right connection for your organisation.

[Learn more →](#)

### Managed IT Services

Our dedicated and multi-disciplined team can look after every aspect of your environment and ensure things run smoothly. We do this by making sure we have the most diverse range of skilled, technical and outcome-focused people working for you.

[Learn more →](#)

### Brennan Product

Our fully customised procurement solutions keep your workplace technology current, operational and secure at every stage, from initial purchase and deployment through to end-of-life disposal and refresh. With over 20+ years' experience partnering with businesses like Cisco Meraki, we enable our clients to easily procure and manage workplace technology.

[Learn more →](#)

## Why Are **We Different?**

We're uniquely positioned to design, manage, and optimise your complete IT environment - or just the parts you need help with - so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, unified communications & telephony, IT security, hardware & software procurement, pre-paid support & project services, and bespoke business application development such as CRM, intranet, and automation.

Get in touch with us today to see how we can help your organisation.

### **SPEAK TO US TODAY:**

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