



Alcatel-Lucent OpenTouch Suite for SMB for Law Offices

Serve clients
better and
improve
efficiency

The **Alcatel-Lucent OpenTouch™ Suite for SMB** for Law Offices enables busy lawyers and legal staff to better serve their clients and communicate with their colleagues with an efficient, feature-rich communication system. The **OpenTouch Suite for SMB** provides seamless service while maintaining a lawyer's professional image and privacy.

TRENDS IN LEGAL BUSINESSES

Law firms are refining their business processes as they seek efficiencies, aim for growth and compete for market share (FT Innovative Lawyers 2012, October 5, 2012) – all while incorporating technological advances and responding to increased client scrutiny of costs.

CHALLENGES FOR LAW OFFICES

To serve your clients and communicate with your colleagues, you need to be reachable and ensure client confidentiality. If you leave your office, you must be able to forward calls to voice mail and check voice mail remotely while maintaining privacy and a professional image. The communication system must handle call overflow when you are serving a client. In a busy legal office, the system must be able to route calls efficiently and handle each lawyer's practice independently, regardless of varying office hours. Finally, lawyers and administrative assistants need dynamic call management to filter sensitive calls – transparently.

ALCATEL-LUCENT OPENTOUCH SUITE FOR SMB **TO THE RESCUE**

The Alcatel-Lucent OpenTouch Suite for SMB for Law Offices tailors the communication system to your unique needs, whether your law office is a solo practice or a large law firm. The OpenTouch Suite for SMB provides the following services to an Apple® iPhone®, a mobile device with Google™ Android™ or Windows Phone, called Alcatel-Lucent OpenTouch Conversation:

- + A single phone number, so calls to the office are automatically routed to your smartphone, mobile device or voice mail – transparently
- + Call management from a smartphone or mobile device: voice mail that is accessible remotely, call history (call logs), call transfer, call forwarding, internal instant messages and a centralized address book
- + Separate, discrete service for each lawyer in your law office

ANYWHERE, ANYTIME AVAILABILITY

- + One phone number for your office phone, smartphone and mobile device, with easy call switching from smartphone to office phone
- + Accessibility and synchronization of professional and personal contact information
- + Easy communication through multiple channels to your colleagues and clients

BETTER SERVICE TO YOUR CLIENTS AND A PROFESSIONAL IMAGE

- + Easy handling of incoming calls, with a professional welcome
- + Dynamic call management for sensitive and confidential call monitoring and filtering

- + Trace for each call so all calls are listed and no calls are lost

REDUCED COSTS

- + Automated Attendant: a combination receptionist and answering service without a salary
- + Single infrastructure for voice/data services and efficient business communications
- + Complete, customizable solution that is easy to install and simple to use

OPENTOUCH SUITE FOR SMB: **A COMPLETE SOLUTION**

The Alcatel-Lucent OpenTouch Suite for SMB provides a complete communication solution for law offices of all sizes.

- + Alcatel-Lucent OmniPCX™ Office Rich Communication Edition (RCE), a flexible communication server for SMB
- + Alcatel-Lucent 8068 and 8038 Premium DeskPhones
- + Alcatel-Lucent OmniTouch™ 8082 My IC Phone, with Manager/Assistant feature and PC Sync for contact synchronization with Microsoft® Outlook®
- + Alcatel-Lucent OpenTouch™ Conversation application for iPhone, Android and Windows Phone, with Get Call feature and VoIP using SIP Companion option
- + Alcatel-Lucent My IC Social Networks, with federated user identity and presence



OpenTouch
Conversation
for iPhone



OpenTouch
Conversation
for Android



8068 BT Premium
DeskPhone

Alcatel-Lucent Enterprise provides communication solutions, services and products for enterprises of all sizes, from the smallest startup to the largest multinational. Backed by the Bell Labs innovation powerhouse, Alcatel-Lucent helps enterprises benefit from a secure, high-performing communications infrastructure.