

# Case Study



**Square One**  
**.Network**



**Hutchinson Legal**  
& ASSOCIATES

## Executive Summary

Hutchinson Legal & Associates Limited, based in Bristol, offers expert help to individuals and businesses.

Established in 2004, the firm has built a strong reputation specialising in Will writing, Lasting Powers of Attorney, advising on trusts and all aspects of tax and estate planning, whilst also offering specialist help to commercial client with policies and legal agreements, company structure and succession planning.

These services often **require them to work remotely**, meaning that a **reliable telephony system**, both in and out of the office, is an essential part of their business.

## Challenges

Dr Paul Hutchinson, Owner, spends a great deal of time commuting to and from client appointments covering on average 30,000 mileage a year. Essentially, he needs his mobile to serve as a mini office during these outings, whilst also **ensuring that his mobile integrates with his desktop systems** back in the office for a smooth, seamless way of working.

It's vital for Paul and his team that they have reliable network connectivity whilst on the road to ensure they can make use of the time spent on the road talking to clients; especially as being easily contactable is one of the firm's USPs.

Along with **remote working reliability issues**, Hutchinson Legal & Associates Limited also faced **issues with security** before working with Square One. Paul struggled to find a telecommunications company that would go out of its way to ensure his data and storage were compliant with legal requirements.

As a business, they were extremely aware that **sensitive client information could be exposed** if any of their mobiles or tablets were to get lost or stolen. This was an immediate focus for the firm and required us working to tailor a secure flexible solution.

Taking all the above into account, the firm requires a reliable **24/7 service** from their telecoms provider. The option to pick up the phone to someone you know – who will offer a straight, clear answer – was very important to Paul and his team.



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## How Square One Helped

We worked closely with Paul to gain a full understanding of the challenges above, and the areas of his business that faced them.

One of Square One's first focuses was to update the firm's remote working services by offering a **unified telecommunications service** that will allow a seamless process between the office and travels to and from meetings.

Hutchinson Legal & Associates Limited benefited massively from our mobile network agnostic offering, which allowed flexibility to move across all the major network providers should any employees be facing network issues. This flexibility guarantees a **reliable service** which saw an instant improvement in remote working, allowing Paul and his team to focus on the task at hand.

Square One also directly improved the reliability of the firm's service by upgrading their data to 4G. To further improve on this, we supplied the firm with SIM-enabled tablets, which allowed them to **work remotely any time, any place**.

For the firm, this meant that remote workers didn't have to rely on calling office staff for information several times throughout the day, **saving a huge amount of time** for both the remote and office-based workers.

**Data protection** is a huge priority for every law firm. To manage and maintain this across all communication platforms can be an extremely difficult task without the right technology.

Square One supplied and fully installed **mobile device management software** on all the firm's mobile devices. This added the required security layer to allow the team to quickly react to any potential data breaches, proactively **securing their customers data** that may be stored on a mobile device.

Customer service is at the heart of everything we do here at Square One. We are proud of the relationships we've built with our customers, including Hutchinson Legal & Associates Limited. Square One's customers are assigned a **dedicated account manager**, and also have **24-hour access** to our dedicated **in-house support team**.

Being able to speak to an expert and receive a straight answer is very important for our customers, and we always aim to be there when you need us with **average call answer times of 30 seconds**.

