



akkadian Global Directory Helps Dentons Unify Workforce

As the way legal firms deliver services to clients changes, Dentons US LLP (Dentons) is leading the way in advances, harnessing new collaborative technologies.

Dentons challenges the status quo while delivering consistent and uncompromising quality to its clients. What makes Dentons so different is that it has no single headquarters and no dominant culture. Diverse in terms of geography, language, and nationalities, the firm offers equally diverse clients expertise with experience in worldwide legal traditions. But this business model does create a complicated communications infrastructure. For example, a recent merger with McKenna Long & Aldridge (MLA) presented a challenge for the IT staff; how could the staff find a way to unify two distinct communications directories?

"After the merger, we were still two distinct firms, with two distinct directories; we were using two separate data sources," explains Phil Nevins, Infrastructure and Voice Lead Engineer at Dentons.

For example, someone at a New York City legacy MLA office was unable to easily search a company phone directory for a contact at one of the legacy Dentons offices.

The search begins for a directory solution

While at 2016's Enterprise Connect, Dentons learned about Akkadian Labs' akkadian Global Directory software solution. After researching akkadian Global Directory and a second solution, Dentons was swayed by Akkadian Labs' responsiveness.

"Akkadian Labs responded immediately and the competitor did not," said Nevins.

akkadian Global Directory allows Dentons team members to easily search and pull information from several different directories, regardless of the office locations.

"After the implementation of akkadian Global Directory, we are now able to search for users within the entire enterprise," said Nevins. "The search pulls the necessary information from various data sources, no matter which type, and then allows our internal personnel to find each other quickly to initiate a phone conversation."

Creating a business case for akkadian Global Directory

After finding akkadian Global Directory to be the right solution for Dentons, Nevins and team needed to put together a business case in order to move forward with acquiring the software.

The first step for the team was to show how adding akkadian Global Directory to Dentons communications system could save employees time.

"We had C-level people who could not find other C-level people through the native directory that was embedded within our Cisco Unified Communications platform. There was no way to look them up via the phone. Now, they can search via akkadian Global Directory and find anyone. Problem solved. Easy sell. Time is money," said Nevins.

Implementing the software solution

Dentons started off with a free 30-day trial of the software. Akkadian Labs sales and technical teams assisted with the trial setup and overall deployment.

"The software is fantastic, simple to install, configure, and use," said Nevins.

With a solid solution in place for Dentons unique business structure, Dentons is considering additional deployments of akkadian Global Directory in Canada.

aGD At-a-Glance

akkadian Global directory allows employees to easily access their company directory from multiple devices.

Features

- ✓ Designed for Cisco Collaboration
- ✓ T9 (predictive text) search
- ✓ Web-based directory management
- ✓ Supports multiple Cisco Unified Communications Manager clusters
- ✓ Directory dial rules
- ✓ Ability to customize the directory layout

System Requirements

- ✓ VMware vSphere 4.0+
- ✓ CUCM 8.x and above or Cisco Communications Manager BE6K, BE7K version 9.x

Supported Devices

- ✓ Most Cisco IP phones
- ✓ Cisco DX Video endpoints
- ✓ Web browser
- ✓ Android devices
- ✓ Apple iOS devices

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