

Case study - De Cotta Law

Established in 1983, De Cotta Law works with the English speaking community across Spain, covering Costa de la Luz, Costa del Sol, Murcia and Costa Blanca. Over the years, the firm has expanded into three offices, covering areas such property conveyancing, wills and probate, family and divorce, criminal litigation and more.



Company
De Cotta Law



Business Type
Lawyers



Number of employees
5+



Requirements
A VoIP call package along with incoming phone numbers and VoIP phone lines for an on-site PBX appliance.



Solution
Business Multi Plan
talkAssure™ SIP Trunking
Global inbound numbering

THE CHALLENGE

De Cotta Law was seeking an alternative telephony solution to the national carrier. The firm became aware of Telappliant after one of its clients installed a VoIP PBX appliance and recommended the company got in touch with Telappliant for a call plan.

THE REQUIREMENT

De Cotta Law chose to retain its incoming calls with the national carrier, largely because it did not want to lose its existing Spanish phone numbers, which had been established over 25 years and were not able to be ported to VoIP. The company therefore required Telappliant to provide and manage its outgoing calls, call plan and incoming numbers for callers from the UK.



We approached Telappliant following a recommendation from a client and have been a customer ever since. Telappliant provides us with a low-cost, flexible call package, which works perfectly with our VoIP PBX appliance and has a crystal clear billing arrangement.





Rather than completely replacing the national carrier with VoIP, we chose to run the two in parallel because it was not possible to port our Spanish numbers over to VoIP, and this also gave us the most flexible solution.

VoIP has solved the call quality difficulties we were experiencing while the Business Multi Plan has given us low cost calls with the flexibility to add new numbers and additional lines as needed. The online billing information, which allows us to view and download the call history online in real-time, is particularly helpful.



THE SOLUTION

De Cotta Law worked with a dedicated Telappliant account manager to put in place the supporting VoIP services. Telappliant's Business Plus Multi Plan, which can be applied to any VoIP PBX appliance, offered the ideal solution. Designed for regular callers to UK, European and other destinations, it allows the perfect call package to be created, with free inclusive minutes for every tariff.

As well as low cost calls from 1p per minute, the business Multi Plan offers 'time of day forwarding', allowing users to customise their dialplans online to manage incoming calls. It also provides a voicemail to email service, which enables users to either dial in and listen to messages or have them delivered as email attachments.

The Business Multi Plan comes with 5 SIP channels (VoIP telephone lines) as standard, although De Cotta Law chose to add additional capacity with Telappliant's talkAssure SIP trunking service. talkAssure not only ensures lines are never engaged, but also uses a single high-speed Internet connection to reduce costs by more than 60 per cent compared to legacy lines.

Global inbound numbering from Telappliant additionally provides De Cotta Law with incoming UK geographic phone numbers for a low-cost monthly fee.

THE OUTCOME

De Cotta Law now enjoys a VoIP telephony service which unites all of its offices. The Business Plus Multi Plan provides low cost outbound calls while the UK geographic numbers ensure clients calling from the UK have a familiar local phone number.

Thanks to the talkAssure SIP Trunking service, De Cotta Law can instantly add additional telephone lines as the business expands.

Telappliant is an Internet telephony specialist with more than 80,000 subscribers and one of the largest Voice over IP (VoIP) networks in the UK.

We offer advanced, feature-rich telephone systems and low-cost call tariffs to businesses of all sizes. Call 0345 400 4040 or visit telappliant.com