

**Slater
Gordon**
Group

8x8, a leading Software-as-a-Service provider of voice, video, chat, contact centre and enterprise-class API solutions powered by one global cloud communications platform with strategic partner EveryCloud, announced the leading UK legal business Slater and Gordon has selected the 8x8 X Series cloud communications solution for three of their main telephony operation sites offices across England.

Slater and Gordon is one of the UK's largest and most well-known legal businesses, providing specialist legal and other complementary services across a broad range of areas. The firm has selected 8x8 X Series, which enables workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter.

We are delighted to be working with EveryCloud. Since we are on a mission to transform our service and continuously provide world class legal services 8x8's technology will help us achieve this goal by transforming our service across the board. The rollout has been quick and painless and 8x8's training programme has gone above and beyond. We like to go the extra mile for our customers and it's clear EveryCloud and 8x8 does the same.


Jennifer Baldwin

Head of Operational Excellence,
Slater and Gordon

8x8

**Open Channel
Program**

Platinum Partner



We're passionate at EveryCloud about helping businesses thrive in today's experience economy. Customers and colleagues need technology that gets out of the way, not in the way – and we're delighted to be able to bring Slater and Gordon one seamless system of engagement, using 8x8's cloud communications platform, that will enable them to really change the game as part of their service transformation.

ROB MUKHERJEE, DIRECTOR OF TRANSFORMATION, EVERYCLOUD UK

In the legal sector, speed of response is essential to ensure no opportunities are lost. Prior to working with 8x8, Slater and Gordon had an on-premise, manual dial system that was slow and tricky to use. With several existing systems across its workforce that needed linking together to ensure information flowed smoothly between different offices, Slater and Gordon needed a solution that was easy to roll out across multiple sites and could bring all offices together to help improve collaboration, compliance and security.

Slater and Gordon was looking for a partner that truly understood their business needs – it was vital that any new telephony communications system would not disrupt service for its customers and that downtime was kept to a minimum.

Utilising 8x8's specialist knowledge and consultative approach, Slater and Gordon were able to go from initial scoping discussions to the implementation phase in just eight working days. EveryCloud and 8x8 have now rolled out the 8x8 X Series to 300 of the business's agents across the UK.

With 8x8 X Series now fully in place, Slater and Gordon can offer a quick and efficient service to its customers across multiple channels including voice, video and chat. 8x8 X Series also ensures Slater and Gordon an anytime anywhere solution so employees can support their clients on the move.

Slater and Gordon are now able to leverage 8x8's technology to utilise rich reporting and interaction analytics features, enabling the company to continuously improve customer experiences. 8x8 X Series also enables their managers to review calls, capture trends and transform overall operational efficiency.