

Case Study

Litigation-Focused Law Firm Transforms Collaboration with Kinly & Microsoft Teams Phone

The Key Insights

A leading law firm needed to upgrade its communications infrastructure to support widespread teams and foster secure, seamless collaboration. Kinly delivered a tailored deployment of Microsoft Teams Phone bundled with three years of managed voice services, integrating advanced solutions for superior number management. The result was a streamlined transition, improved collaboration, and operational agility vital for legal professionals.

Customer Profile

This litigation-focused law firm is recognized for its expertise across complex legal matters, serving clients nationwide with a distributed team of attorneys and support staff. Faced with the modern demands of hybrid work and client confidentiality, the firm quickly identified the need for a resilient technology foundation that could keep pace with the dynamic nature of legal practice.



The Challenge

Prior to Kinly's involvement, the firm struggled with a fragmented communications environment that inhibited the ability for rapid response and cross-office collaboration. Managing phone numbers across multiple offices was a manual and labor-intensive process, and legacy carriers presented persistent hurdles during number porting. These roadblocks hindered efficiency, gave unnecessary risk, and made it increasingly difficult to support the firm's mission.

Seamless Transition to Teams Phone

The engagement began with targeted discovery workshops, allowing Kinly to deeply understand the client's operations, security requirements, and collaboration estate. Kinly designed and delivered:

- **Microsoft Teams Phone Rollout** - Full planning and deployment
- **3-Year Custom Managed Voice Services** - Guaranteeing expert support and scalability
- **Streamlined phone number management** - Leveraging APIs
- **Expert Number Porting** - Overcome challenges during transition with Kinly's deep telco experience

The Impact & Results

- **Effortless collaboration** designed for both hybrid and in-office teams
- **Powered by a strong partnership** between Microsoft & Kinly
- **Customizable solutions** tailored to meet the client's unique requirements
- **Strategic workshops** aligned with the firm's operations and culture

The Future

By modernizing communications, the law firm has positioned itself for continued growth with an agile, secure, and integrated platform. The partnership with Kinly goes beyond initial deployment, providing proactive support, continuous process enhancements, and future-proofing for upcoming technologies.

Why Kinly?

Bringing people & technology together for better productivity wherever the work happens — because great things happen when people work together.

