

# Case Study

## Howells Solicitors

**Customer** Howells Solicitors

**Location** South Wales

**Requirements** An up to date system that will allow 4 offices to work as one

**Equipment** Excel Category 5e

### Customer's View

The size of our organisation required an efficient, reliable telephone system. The capability of the Excel cable which provided the infrastructure for our system and its precise delivery allowed us to install the Mitel MiVoice Office 250 IP telephone system quickly and efficiently.

Our four offices are now linked and work as one office, all thanks to the excellent service provided by TWL.

*Mark Hobbs - Managing Director - Howells Solicitors*

**excel**  
without compromise.

**Howells Solicitors is a recognised law firm with a fresh approach. It has the size and experience of a large firm but provides the personal service of a small firm, which puts them in a unique position.**

**In conjunction with its Cardiff Headquarters, the firm has established five other offices and is able to provide local legal advice to clients across South and West Wales, as well as servicing UK wide clients.**

### The Requirement

Howells Solicitors required a reliable telephone system which would save them time and money. It was essential the system installed would maximise efficiency across their Cardiff, Newport and Swansea offices. Connecting each site would allow for all the offices to work as one and improve communication between the offices.

### Sourcing a Partner

Established in 2003, TWL has built up a remarkable reputation and client base, which is supported by a wealth of understanding and knowledge about commercial combined communications

TWL offer services including commercial telephone systems, refurbished telephone systems, voice and data cabling, call recording, mobile solutions and many more.

With over 100 years of experience in the commercial telephone systems industry, TWL is one of the leading suppliers of Mitel telephone systems along with Toshiba, Oak and Siemens products.



### The Right Product

Howells Solicitors wanted state of the art systems installed in order to improve functionality.

TWL took the time to understand Howells Solicitors needs and set about selecting the right product that met the specification. They decided that an Excel Category 5e solution would be best suited for their office requirements.

The Excel product range provides an end-to-end solution. Performance and ease of installation are its foundation, along with standard compliance, reliability and product availability. Excel products come with third party verification, and are an independent 'tick in the box', verifying either a product or a set of products' compliance with a particular standard. Excel works closely with third party test laboratories such as Delta, ETL and 3P.

## The Installation

TWL installed the Mitel 5000 IP telephone, which linked 95 phones seamlessly from 3 offices despite being 50 miles apart. The solution utilised Category 5e UTP cable, which is an independently verified 4 pair UTP cable. It conforms to the enhanced performance Category 5 specification, it is both Category 5e and power sum compliant and is tested for FEXT and Return loss. It is designed to support Gigabit Ethernet.

If required, where an Excel solution is installed by an accredited Excel Cabling Partner, which TWL is, the products installed are supported by a comprehensive 25 year warranty programme. A pre-requisite of partner status is training the understanding of which is verified through an exam process to demonstrate knowledge of the Excel system and how to design, install and test in accordance with Excel guidelines, best practice and above all standards compliance.



## The Result

The newly installed telephone systems allows Howells Solicitors to record conversations on demand, receive their voice mail messages as emails, allowing for employees to obtain these whilst they're away from the office. They are able to have up to 20 people on a conference call, at any one time. All the systems are interconnected between the 4 offices, allowing for each office to dial one another internally and transfer calls between sites free of charge. This also allows employees to set up and work from home very easily and cost effectively.



Excel House  
Junction Six Industrial Park  
Electric Avenue  
Birmingham B6 7JJ  
England

**T:** +44 (0) 121 326 7557  
**F:** +44 (0) 121 327 1537  
**E:** sales@excel-networking.com

[www.excel-networking.com](http://www.excel-networking.com)

**excel**  
without compromise.