



CMS BUREAU FRANCIS LEFEBVRE REDUCES TOTAL COST OF OWNERSHIP AND IMPROVES CLIENT SERVICE USING THE BLACKBERRY SOLUTION

CMS Bureau Francis Lefebvre is one of France's leading corporate law firms, providing multidisciplinary legal and tax services to companies of all sizes. The firm prides itself on providing highly personalised counsel based on synergies between the firm's different departments. Close client relationships, quality counsel and individual attention have been the cornerstones of CMS Bureau Francis Lefebvre's success over the past 80 years. Today the firm has nearly 400 lawyers in France alone. It is also a member of CMS, an alliance of major independent European law firms providing businesses with legal and tax services across Europe and beyond.

THE CHALLENGE

In 2005, CMS Bureau Francis Lefebvre decided to equip more than 50 of its lawyers with a mobile solution that synchronised desktop email, calendar and contacts tools with the lawyer's mobile phones. The project turned out to be unsatisfactory for both users and IT staff. In fact, the synchronisation failed regularly and often delivered multiple entries. For the IT manager, the multitude of devices had to be configured manually which was time intensive and the server maintenance also used lots of resources. For the support service, the many types of handset created unnecessary complexity. This several components dragged to skyrocketing total cost of ownership (TCO) and plummeting user satisfaction.

THE SOLUTION

CMS Bureau Francis Lefebvre next decided to test the BlackBerry® solution. It picked the BlackBerry solution because of its widespread use and positive reputation in the legal profession; in fact, many of the firm's lawyers told the IT department how pleased their peers in other firm's were with BlackBerry® smartphones.

Over the period of a month, 10 of the firm's most mobile and tech-savvy users tested the BlackBerry solution in conjunction with Microsoft® Exchange. The feedback was unanimous and immediate. "The simplicity of the BlackBerry solution drove immediate user adoption," says Philippe Agazzi, Information Systems Director of CMS Bureau Francis Lefebvre. He adds, "not only is it an excellent phone, it is the perfect work tool for mobile users." Today over 200 CMS Bureau Francis Lefebvre lawyers use BlackBerry smartphones for email, calendar and contacts. According to Agazzi, "it only takes ten minutes to set up a new user."

The Information System management team could not be happier with the BlackBerry solution. "Since we deployed the BlackBerry solution we've slashed TCO by 90% and are able to support a user base that's four time bigger," says Agazzi. "Since installing the BlackBerry Enterprise Server with Microsoft Exchange, we haven't had to reboot the server in over 18 months and the push technology is seamless and perfect." But what Agazzi appreciates most is the security provided by the BlackBerry solution, "The information (email and contacts) our lawyers handle is often highly confidential, as are the identities of our clients. We don't worry if they lose their BlackBerry device; as we can lock-down or wipe data from it remotely."

BENEFITS

**SIMPLE AND QUICK
TO MANAGE AND
ADMINISTER**

**REDUCTION OF TOTAL
COST OF OWNERSHIP**

**CLIENT SERVICE
IMPROVEMENT**

**CONFIDENCE IN SHARING
INFORMATION REMOTELY
IN A RELIABLE AND SECURE
ENVIRONMENT**

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Information Director of CMS Bureau
Francis Lefebvre

THE BENEFITS

The principal advantage of the BlackBerry solution for the firm has been increased responsiveness. "It has maximised client service," says Agazzi. "With such a wide range of international clients, email is the primary means of working with them. With BlackBerry smartphones, our lawyers can meet their travel obligations and stay in touch with clients and colleagues."

The BlackBerry smartphones have become so important for CMS Bureau Francis Lefebvre that the firm has recently taken steps to ensure the reliability of what has become a mission-critical technology by investing in backup solutions. The firm also plans to mobilise its new CRM system using the BlackBerry smartphones in order to enable lawyers to access and update client records while on the move. "There was no way we were going to launch a new CRM system without providing access for BlackBerry smartphones users," says Agazzi.

For further information: www.blackberry.com/go/success

BLACKBERRY CASE STUDY
CMS BUREAU FRANCIS LEFEBVRE

