



CASE STUDY

# From Complexity to Connectivity: How Husch Blackwell Streamlined Communications with Microsoft Teams



**HUSCH  
BLACKWELL**

CallTower's commitment to delivering exceptional solutions, backed by TeamKC Telecom's unwavering support and leadership, exemplified the power of teamwork and a client-first approach.



Collaboration



Seamless  
Integration



Cost Savings

Husch Blackwell transitioned from a traditional Cisco UCM phone system to a fully integrated Microsoft Teams communication platform, achieving seamless integration, cost savings, streamlined operations, and enhanced remote workforce support.

## THE HIGHLIGHTS

### Challenge

- Husch Blackwell's traditional Cisco UCM phone system conflicted with their remote work needs, requiring network connectivity for functionality
- The firm sought a **modern, cloud-based phone solution** that could integrate seamlessly into their existing Microsoft ecosystem

### Solution

- **Seamless Teams integration** without the need for costly third-party add-ons
- **Optimized system for the firm's remote workforce**
- A skilled project team to ensure a **smooth implementation**

### Outcome

- **Successful transition to a fully integrated Microsoft Teams communication platform** by their year-end deadline
- Significant **cost savings** through call path model
- Reliable support for remote employees
- **Streamlined operations** and improved client billing accuracy

## CLIENT PROFILE

### Husch Blackwell:

Law firm with a core strategy to provide expert legal counsel through a business lens

Size: 2,300 Employees | 24 Offices

Industries: Education, Energy & Natural Resources, Financial Services and Capital Markets, Food Systems, Healthcare, Life Sciences, Manufacturing, Real Estate, Development, Construction, Technology, Transportation

## THE CHALLENGE

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Husch Blackwell, a law firm with approximately 2,300 employees across 24 offices embraced a remote-first work environment following the onset of COVID-19. They relied on a traditional Cisco UCM phone system that required employees to be connected to the network, which conflicted with their remote work strategy.

The firm sought a modern, cloud-based phone solution that could integrate seamlessly into their existing Microsoft ecosystem, including Teams and their billing system. Initially, they worked with another provider, but the implementation of that providers Microsoft Teams solution failed after 18 months of effort, causing significant delays and frustration.

## THE APPROACH + SOLUTION

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CallTower was introduced through a partner, TeamKC Telecom, recommendation. Recognizing the firm's reliance on Microsoft products, CallTower offered a native Microsoft Teams solution. This approach eliminated the need for additional professional services or costly third-party contact center add-ons, as Teams' built-in features met the firm's requirements.

Additionally, CallTower implemented a cost-effective call path model, optimizing the system for the firm's remote workforce. The implementation was led by a highly skilled project management team, ensuring a seamless transition and adherence to the firm's tight timeline.



*"The most refreshing part of this project was **communication and project management**. Andy was stellar—he guided us in a way that we didn't step on land mines, always looking 10 steps ahead. The communication was great, and we never had to wonder about the status or what success meant. Call Tower worked with us as a partner, not just a vendor, and it was a really good experience."*

**Jeff Bower**, Director of Cloud Infrastructure

## THE RESULTS

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### + **Seamless Transition to Microsoft Teams**

The firm successfully transitioned to a fully integrated Microsoft Teams communication platform by their year-end deadline.

### + **CallTower's Expertise Ensures On-Time Delivery**

CallTower's comprehensive project management and clear communication were key to delivering the project on time despite earlier setbacks.

### + **Cost Efficiency**

Significant cost savings were achieved through the call path model.

### + **Empowering a Remote-First Workforce**

The Teams solution aligned perfectly with the firm's remote-first strategy, providing reliable support for employees across various locations.

### + **Streamlined Operations with Microsoft Integration**

Integration with existing Microsoft tools, including their billing system, streamlined operations and improved client billing accuracy.

## VALUED PARTNERSHIP

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The success of this project was amplified by the invaluable collaboration with TeamKC Telecom, a dedicated partner who played a pivotal role in ensuring the project's alignment with the firm's goals. Their expertise, organization, and coordination with CallTower highlighted the strength of their partnership. CallTower's commitment to delivering exceptional solutions, backed by the partners unwavering support and leadership, exemplified the power of teamwork and a client-first approach. The partnership not only resolved a critical pain point for the law firm but also set a strong foundation for future collaboration.

**The smooth and timely deployment reinforced CallTower's reputation as a reliable partner, leaving both the client and their channel partner impressed.**

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# ABOUT CALLTOWER

**Transforming how we connect across the globe!** Dive into the future of global communication with CallTower, where the forefront of innovation meets the vast expanse of connectivity. CallTower is revolutionizing communications through cutting-edge technology. CallTower delivers seamless MS Teams, Zoom, and Webex voice solutions elevated by the integration of AI technology, comprehensive contact center solutions and one-click failover, marking a significant milestone in the communication landscape.

Since its foundation in 2002, CallTower has grown into a leading cloud communication (unified communications, contact center, and collaboration) solutions provider for organizations expanding on a global scale. CallTower stands out by offering, integrating, and supporting top-tier solutions, including Operator Connect for Microsoft® Teams, MS Teams Direct Routing, GCC High Teams Direct Routing, Microsoft® 365, Cisco® Webex Calling / UCM, Cisco® CCP, Zoom Phone, Zoom (BYOB), and a selection of four contact center options, featuring Five9 for its business clientele.

**Let's Connect**

