

CUSTOMER SUCCESS STORY: BLACKS SOLICITORS



Award-winning Blacks Solicitors needed technical expertise to support their growth. Topland was their choice for IT communications and support.

The Challenges for the Leeds Law Firm

Blacks began with technical support from many different third parties and sub-contracted suppliers.

Blacks needed effective support to deliver excellent service to their customers. So after an issue on one of their servers, they decided to go direct to a single provider. This led them to select Topland.

Price and ease of communication were key to their choice. But above all, this was due to the support from Andrew Foster and his team.

How Topland Helped Blacks Solicitors to Grow

Blacks began working with Topland in 2004.

Since then, Blacks has grown from 80-100 staff to a firm of over 220 staff. Topland has enabled Blacks' systems to adapt as their needs changed.

From client workstations to network and telephone infrastructure. Blacks can give their customers the best service with the support of technology. For instance, Topland helped Blacks switch to a new cost-effective IP telephony system.

The law firm has reviewed other communications companies. But none has matched Topland's quality of service and support at a comparable cost.

With 24/7 support from Topland's friendly team. Blacks receive answers to their technical issues by phone, email and online help desk.

The Results for Blacks Solicitors

Blacks has grown from a small business into a large corporate.

Over this time, Blacks has seen a massive increase in their productivity. Much of this is down to the quality of service they offer to customers. And the systems and support from Topland underpin this.

Blacks has a trusted relationship with Topland. Because of the difference that technical support has made to their business.

In 2018, Blacks Solicitors won Law Firm of the Year: Medium in the Yorkshire Legal Awards. They are also a Leading Firm in The Legal 500 UK 2019.

“ Topland is a leader in the field for us.

Their in-depth knowledge and level of support are excellent. As we've grown, Topland has kept up with our changing needs. So nothing is too much trouble.

Businesses who need network, internet or telephone infrastructure support should definitely consider Topland. ”

