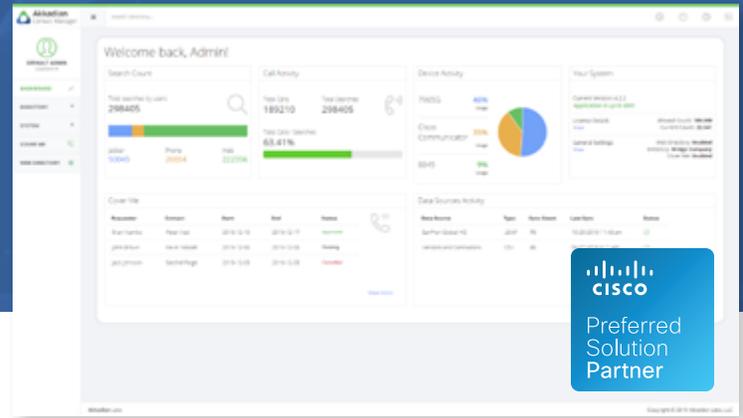


**CASE STUDY**
**Akkadian  
 Contact  
 Manager™**


# Contact Manager Unifies a Global Workforce

**COMPANY**

Dentons is the largest law firm in the world.

**CHALLENGE**

After a merger, different contact directories made collaboration difficult for employees.

**SOLUTION**

A tool that unifies data sources so employees can find and call each other easily.

**About our Client—Dentons**

With offices spanning the entire globe, Dentons serves a clientele as diverse as the world itself. With offices everywhere from Miami to Mongolia, they are leading the way in harnessing new collaborative technologies to help serve their varied clientele.

**A Global Firm with a Global Challenge**

Such a global presence doesn't come without its challenges in communications, however. A recent merger with McKenna, Long, and Aldrich (MLA) presented a dilemma for Dentons' IT staff—with two separate communications directories, how could they find a way to unify the two?

"After the merger, we were still two distinct firms, with two distinct directories; we were using two separate data sources," explains Phil Nevins, Infrastructure and Voice Lead Engineer at Dentons. This meant that someone at a New York City legacy MLA office couldn't easily find a contact at one of the other Dentons offices.

**The Search Begins for a Directory Solution**

While at the 2016 Enterprise Connect conference, Dentons learned about the Akkadian Contact Manager software solution. After researching Akkadian Contact Manager and a competitor's

**Features At-a-Glance**

- Unified Directory
- Authentication Proxy
- Can act as a LDAP Source
- Administrator Dashboard
- Dial Rules
- Real Time Updates
- Customized Search Fields
- Photo Server Capabilities
- E164 Number Formatting
- Custom Branding

“The **software is fantastic**, simple to install, configure, and use.

—Phil Nevins, Infrastructure and Voice Lead Engineer, Dentons

solution, Dentons was swayed by Akkadian Labs' responsiveness. "Akkadian Labs responded immediately and the competitor did not," said Nevins. Akkadian Contact Manager allows Dentons team members to easily search and pull information from several different directories, regardless of the office location or the source of the data (CUCCM, LDAP, CSV, SQL, or MySQL).

### Making the Business Case

After finding Akkadian Contact Manager to be the right solution, Dentons needed to put together a business case in order to move forward with acquiring the software. The first step for the team was to show how adding Akkadian Contact Manager to Dentons' communications system could save time. "We had C-level people who could not find other C-level people through the native directory that was embedded within our Cisco Unified Communications platform. There was no way to look them up via the phone. Now, they can search via Akkadian Contact Manager and find anyone. Problem solved. Easy sell. Time is money," said Nevins.

### Solution Success for Easy Access Among Employees

Dentons started off with a free, 30-day trial of the software. Akkadian Labs sales and technical teams assisted with the trial setup and overall deployment. They found that it had a simple yet powerful interface and loved that it could be accessed from any iOS

or Android mobile device. "After the implementation of Akkadian Contact Manager, we are now able to search for users within the entire enterprise," said Nevins. "The search pulls the necessary information from various data sources, no matter which type, and then allows our internal personnel to find each other quickly to initiate a phone conversation."

"The software is fantastic, simple to install, configure and use," concluded Nevins. With a solid solution in place for Dentons' unique business structure, the firm is now considering additional deployments of Akkadian Contact Manager in Canada.

#### Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

Want to learn more?  
**Schedule a Demo**

#### ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

**Technology is complex. We make it simple.**



APR20

Contact Us to Learn More About Our Software Products

[sales@akkadianlabs.com](mailto:sales@akkadianlabs.com) | [www.akkadianlabs.com](http://www.akkadianlabs.com) | 1-800-818-4128