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## LiteScape Enters European Market, Chosen by Law Firm Allen & Overy

By [Cindy Waxer](#)

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Marking its entrée into the European marketplace, [LiteScape Technologies](#) has announced that law firm [Allen & Overy](#) has selected LiteScape's VoIP solutions to improve the firm's global communications and collaboration.

LiteScape's [CallTrack PRO](#) and [OnCast Directory](#) are being deployed at the firm's London offices to unify communications between phones, PCs and other IP-enabled devices – proof that European enterprises are increasingly recognizing the value of making strategic investments in IP-based communications.

Allen & Overy has offices spanning the globe, in twenty-one different countries, creating significant communications challenges. The firm sought a flexible IP platform that would add value to their communications in terms of real-time voice, video and application integration to drive the firm's productivity and client service.

CallTrack PRO offers a solution that ensures accurate billing in real-time by compiling comprehensive call usage reports and integrating with existing flat rate billing packages and third-party cost recovery systems. In addition, Allen & Overy is working with LiteScape to explore the potential of the newly available OnCast Presence.

OnCast Presence simplifies collaboration processes by supplying individuals with detailed visibility into colleagues' availability status regardless of physical location within an enterprise. This presence technology further streamlines the data accessibility available in OnCast Directory by offering not only device-based presence, but also user-based presence in publishing an individual's current "present and available" status.

Individuals can view profile and availability information for co-workers in real time regarding their presence (on or off the phone) and state (such as "in a meeting," "do not disturb," or "available"). With LiteScape solutions, mobile workers can simply take their

presence and availability status with them as they move around within their organization, making it easier for colleagues and administrators to know the availability of any colleague at any given time.

This presence management extends across IP clusters to encourage efficient communication and enhance extension mobility worldwide.

“We chose LiteScape after comprehensively evaluating several other options because LiteScape provides a feature rich platform that ties into our existing business solutions and offers the potential to build upon that foundation with additional applications down the road,” said Gareth Ash, global infrastructure program manager of Allen & Overy.

Ash added: “Given our global presence and the mobile nature of our workforce, we see LiteScape's solutions as the next step in more effectively bridging communications between PCs, phones and wireless devices, helping us save time, capture revenue and better serve our clients.”

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