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What Led A Big Law Firm To Adopt 8x8 Comm Platform

By Sarah Martinson

Law360 (May 16, 2023, 12:13 PM EDT) -- Cloud communications provider 8x8 Inc. said Tuesday that Jackson Lewis PC will implement the company's cloud contact center and unified communications platform across the law firm's remote workforce and more than 60 offices nationwide.

David Jata, chief information officer at Jackson Lewis, told Law360 Pulse on Monday that the firm has already converted 300 employees, including remote workers and information technology and innovation staff, to 8x8's platform, and is converting its first office to the platform on Tuesday. Jata added that the firm plans to have all of its more than 60 U.S. offices moved to 8x8's platform by the end of 2023.

Jata said the firm had attorneys and staff across its offices test out the platform for four to six weeks before deciding to adopt the platform and received all good reviews.

"I was actually a little surprised by the 100% positive feedback, but when we asked our attorneys, 'Is this something we should pursue?' 100% of them confirmed, 'Yes, this is something we should do,'" he said.

Jackson Lewis' started looking into 8x8's platform started about a year ago when the firm was looking for a way to modernize its legal phone system, according to Jata.

Jata said that the firm's phone system required a lot of operational support from IT, receptionists and other staff members, and wasn't the best solution for remote working.

The firm looked into four unified communications providers, including Zoom Video Communications Inc. and Cisco Systems Inc., and was introduced to 8x8 by technology adviser RDS Solutions, Jata said.

Jata said what stood out about 8x8 was that its platform integrates with Microsoft Teams.

"Our focus from collaboration firmwide is to enhance our attorneys' experience, and leveraging the Teams platform has helped enable this for us," he said.

Jata said the biggest challenge in updating the firm's phone system was identifying and analyzing how each office used the system, which took a project management team about two months.

Jackson Lewis specifically chose to implement 8x8 XCaaS, or "experience communications as a service,"

which includes a cloud contact center, business phone, video meetings, and team chat and text messaging, according to 8x8.

"By providing them with a seamless Teams integration, they are enabled to work the way they want to without worrying about reliability and business continuity on the backend," Hunter Middleton, chief product officer at 8x8, said in a statement Tuesday.

--Editing by Scott Russell.

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