

VisibilityOne: Legal Industry Use Case

Challenge

Law firms depend heavily on video collaboration platforms for critical tasks such as client meetings, depositions, internal case collaborations, and remote court hearings. However, disruptions due to unreliable AV systems can cause costly delays, particularly during time-sensitive legal proceedings. Issues like call dropouts, malfunctioning cameras, microphones, or display monitors in conference rooms and courtrooms can not only affect productivity but also harm the firm's reputation and, in worst cases, risk losing cases due to missed evidence or testimony.

In a field where billable hours are a key metric, any interruption means wasted time, lost revenue, and potential damage to client relationships. Many law firms lack the internal IT staff necessary to monitor and troubleshoot these systems in real time, leading to reactive problem-solving that impacts ongoing legal proceedings.

Solution

VisibilityOne delivers real-time monitoring and proactive self-healing capabilities to ensure smooth video collaboration during sensitive legal proceedings. By continuously monitoring connected devices such as cameras, microphones, and display monitors, the system can preemptively identify issues before they arise, ensuring all equipment functions properly before and during meetings or court sessions. The automated self-healing feature addresses malfunctions like dropped calls or malfunctioning equipment without needing immediate IT intervention, thus preventing costly downtime.

Additionally, incident tracking and reporting allow legal IT teams to proactively review any disruptions, providing transparency to law firms about potential vulnerabilities in their systems. Firms can use this data to bolster their technical infrastructure, ensuring clients experience seamless communication during their cases.

Results

By implementing VisibilityOne, law firms could see an 80% reduction in technical issues affecting remote depositions, client meetings, and internal legal discussions. Additionally, client satisfaction can increase, as firms could ensure that delays were minimal and professionalism was maintained throughout proceedings. Firms will notice an improvement in productivity, with fewer rescheduled depositions or hearings due to technology glitches.

This enhancement in reliability translates into improved reputation, increased client trust, and less stress on partners and associates responsible for case outcomes.

Quote

"VisibilityOne understands there is more to a video conferencing platform than just the underlying network. Amazingly, VisibilityOne delivers a single view of multiple hardware vendors and cloud services. Not toggling between complex tools is truly a game-changer."

Dave Van Kanegan, IT Strategist