



How did leading international law firm, Kelley Drye, use wireless e-mail to improve communication between its attorneys, paralegals, staff and clients?

situation



The 350+ attorneys at Kelley Drye & Warren began spending more and more time out of the office, so its IT department looked for ways to improve e-mail responsiveness between attorneys, the firm and outside clients.

Founded in 1836, the prestigious international law firm of Kelley Drye & Warren serves a diversified group of clients from offices in New York, California, Illinois, Connecticut, D.C., New Jersey, Virginia, Hong Kong and Belgium.

As the firm's 350+ attorneys began spending more and more time out of the office, its IT department looked for

ways to improve e-mail responsiveness between attorneys, the firm and outside clients. In the past, Kelley Drye & Warren attorneys would lug a laptop with them wherever they went. But to receive e-mail or connect to the Contacts, Calendar and Task functions on their Outlook account, they first had to locate a landline to plug into and dial in – a major inconvenience.

solution



Cingular Wireless provided the solution with Corporate E-mail Service, utilizing a powerful RIM Wireless Handheld™ device with integrated wireless software from BlackBerry™.

Cingular Wireless provided the end-to-end solution Kelley Drye & Warren

sought: Cingular Corporate E-mail PLUS service. At its core is a powerful RIM Wireless Handheld™ device with integrated wireless enterprise e-mail and organizer software from BlackBerry™. The handhelds feature an optimized keyboard, thumb-operated track wheel, easy-to-read backlit screen and intuitive menu-driven interface.

The Cingular Corporate E-mail PLUS service allows attorneys and staffers to send and receive up-to-the-minute information from the palms of their hands. It also provides access to each user's Outlook account, including the Contacts, Calendar and Task functions. As for security, the Cingular solution incorporates an end-to-end security system that encrypts corporate e-mail at all points between the desktop PC and the handheld.



"Cingular has made our people true mobile professionals – enabling them to communicate quickly with each other, and more importantly, with our clients."

Judy Flournoy, Director of Information Technology,
Kelley Drye & Warren

results



The Cingular solution speeds communications within the law firm as well, providing up-to-the-minute information – in some cases, just moments before heading into the courtroom.

The Cingular solution speeds communications within the law firm as well,

Because the partners are comfortable with technology, Kelley Drye & Warren is exploring other uses for the Cingular solution.

giving attorneys, law clerks, paralegals and administrative staff access to vital, up-to-the-minute information – in some cases, just moments before heading into the courtroom.



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Cingular Wireless partners with industry-leading hardware, middleware and software providers to offer a full range of proven off-the-shelf and customized wireless data communications solutions. These solutions, supported by Cingular's nationwide wireless data network, allow companies like yours to work faster, smarter and with greater efficiency.