CASE STUDY

When Every Client Call Counts, Reliability Matters

How Lypkie Henderson modernized its business communications with Mitel MiVoice Business and Sunco Always On.



ABOUT THE CLIENT

Lypkie Henderson is an Edmonton-based boutique law firm built around a simple promise: legal support through every phase of life. Many clients first come to the firm to buy a home or plan an estate, and they stay as their needs grow to include employment matters or a business of their own. That continuity means clients can return to a firm that already knows them each time life brings a new legal question.

Led by brothers Fraser and Tyler Lypkie, the firm has grown from a small family practice into a team of seven lawyers and eight support staff. Despite its growth, its commitment to personalized service has remained unchanged. Its lawyers stay closely involved with every client, offering the kind of time and attention that is often hard to find at larger firms, and many of those relationships now span several generations of the same family.

Lypkie ❖ Henderson
Wills & Estates, Real Estate, Business & Employment Law

THE OPPORTUNITY

Lypkie Henderson first partnered with Sunco in 2018. The firm wanted a communications provider that could grow alongside them, but technology was only part of the equation. Response times had been a concern with larger national providers, so the ability to quickly reach someone, with the option of on-site assistance when needed, made Sunco a natural fit.



For several years, Sunco supported the firm's Mitel 250 phone system, which served the practice well as a smaller firm. With Mitel announcing the end of life for the platform, it was an opportunity to move to a more scalable system that could support the firm's changing needs.

At the same time, the firm was expanding. Following the pandemic, increased business activity led to additional staff, more office space, and greater demands on its communications infrastructure. The building's shared internet connection had initially performed well, but as more businesses moved in and demand increased, available bandwidth became limited. This resulted in inconsistent call quality, creating frustration for a law firm that relies on clear, professional communication with its clients.

> "With six people, our bandwidth was workable. With 14, 15, 16 people, it was no longer enough, so we needed more."
>
> Fraser Lypkie
> Partner, Lypkie Henderson

THE SOLUTION

Sunco upgraded the firm to Mitel MiVoice Business running on the SMB Controller, a platform built for small and mid sized businesses that can add users as an office grows. The system was configured around the firm's preference for direct, personal client communication. Its simple auto attendant allows callers to reach the person they need without navigating multiple layers of reception. For Fraser, this is an important part of delivering good legal service. Clients can speak directly with the person handling their matter, reducing the chance of important information being lost along the way. Voicemail messages are sent straight to email, allowing lawyers to review them between meetings, forward messages to an assistant, and arrange callbacks even when they are unavailable.

WHAT SUNCO DELIVERED

- Mitel MiVoice Business
- Mitel Software Assurance
- Dedicated 100 Mbps fibre
- Sunco Always On

Mitel Software Assurance, included in the firm's agreement, keeps the platform current with software updates and is backed by Mitel support, helping the firm maintain a secure and reliable communications environment as technology and security requirements evolve.

To address call quality, Sunco traced the spotty days to the limited bandwidth coming into the building. The firm now has a dedicated 100 Mbps fibre connection delivered through Sunco, paired with Sunco Always On service. Always On gives voice traffic priority and provides a backup path, so if one connection fails, calls move to the other without dropping.

THE OUTCOME

Today, Lypkie Henderson has a communications platform that supports the firm's client-first approach. Whether welcoming a new client or supporting families that have trusted the firm for years, the ability to connect with the right person reinforces the personalized service their clients have come to know and value.

Improved internet connectivity, supported by dedicated fibre and built-in redundancy, has given the firm more consistent call quality and helped keep conversations clear and uninterrupted. For Lypkie Henderson, this is an important part of delivering reliable service. When clients can hear and understand their lawyer without disruption, they feel heard, understood, and confident they are receiving the attention they deserve.

As the firm continues to grow, its communications system grows alongside it. Adding new staff is as simple as emailing Sunco with a start date, and the firm can count on having phones and licences ready when each new team member arrives. With Sunco's ongoing support, the firm also has a partner it can turn to whenever it needs help.

> “We’ve always felt the system works really well 99% of the time, and when it doesn’t, we call, and someone helps us. That’s really as much as we can ask for.”
>
> *Fraser Lypkie*
> *Partner, Lypkie Henderson*

Modernize your phone system on your terms. Ask us how.

1-866-310-7007