

# Well-travelled lawyers stay on the case, with a little help from Nokia

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Case Study: Nokia Eseries smartphones with Mail for Exchange and navigation

Reimann Osterrieth Kohler Haft IP

## Company:

Reimann Osterrieth Kohler Haft IP

## Primary business:

Leading intellectual property law firm

## Professional overview:

Based in Germany, the firm specialises in cases involving the infringement and legal validity of technical property rights, and with brand and design infringement. Reimann Osterrieth Kohler Haft practises in all relevant German courts, the German and European Patent Office, and the European Court of Justice. The firm also plans, coordinates and leads multi-national litigation, working closely with international counterparts and technical experts.

## Number of employees:

11 associates

## Flagship office:

Düsseldorf, Mannheim

## Website:

[www.rokh-ip.com](http://www.rokh-ip.com)

## Customer challenge

- To improve client response times while away from base, to create competitive advantage and protect business relationships
- To be able to communicate by email and work on documents without needing access to laptops
- To optimise travel time so more of it can be used for working, generating more revenue
- To smooth the travel process so that the firm's Partners can concentrate on their cases

## Solutions

- Nokia Eseries smartphones: Nokia E6
- Mail For Exchange for Nokia smartphones utilizing Microsoft® Exchange ActiveSync®
- Ovi Maps with free navigation for Nokia smartphones

## Business results

- Client response time is not an issue because Partners can respond in full from anywhere
- The overall Nokia hardware and software solution has supported work not only through improved communications, but also in gathering evidence
- Ovi Maps and travel apps have contributed positively to the travel experience
- Partners have reported a high level of satisfaction with both the reliability and functionality of their Nokia E6



"We were highly impressed by the combination of touchscreen look and feel with a proper keyboard, the availability of up to five homescreens, easy addition of apps, great camera features, and integrated utilities for notes - written or audio - which can be easily mailed to other participants."

- Klaus Haft, Partner, Reimann Osterrieth Kohler Haft IP

## Intellectual property lawyers have a winning idea - speeding up client response times with Nokia smartphones and mobile email

In 21st century business, nothing is more important than having ideas, protecting and enforcing them. Reimann Osterrieth Kohler Haft IP is a firm of intellectual property lawyers at the forefront of providing such enforcement.

Based in Germany, the partners travel all over Europe. While they're away from their desks, cases can develop quickly – so, to stay fully up to date, they have a requirement to carry and set up laptops. This can be difficult or disruptive when on the move, meeting clients, or gathering evidence.

Yet in today's legal industry, lawyers must be ever more responsive to client requests. Partners need to be available to react quickly, practically 24 hours a day. And, as well as replying to emails, they also need to amend drafts and other documents easily and securely.

### Looking for a better, more integrated technology

Naturally, the partners already had mobile phones, and had experimented with BlackBerry in the past. However, there were security concerns about using a third-party server, and they had experienced difficulties viewing pdf files.

To make a fresh start, Klaus Haft was looking for a mobility solution that offered exceptional reliability. It also had to make email easy "to integrate with desktop messaging and contact systems, and allow Partners to download and view files without depending on laptops. Klaus also wanted to smooth the problems of travel with easy-to-use navigation and applications".

### Weighing the evidence

In making a decision, robust performance of both the smartphones and the email client was critical. Partners could be away for long periods, and needed to know they could always respond quickly. As a result, Klaus and his colleagues chose Nokia smartphones integrated with Mail for Exchange. This software is fully compatible with Microsoft Exchange ActiveSync and Direct Push technology, so the Partners can receive push email through their smartphones, as well as synchronise contact lists, calendars and task lists with Exchange servers. And, as they're using their existing Microsoft infrastructure, there are no new software skills to learn or hardware to install.

"It clearly optimised daily email work during travel."

- Klaus Haft

### Making travel easy – with no interruptions

Nokia navigation was also critical to the decision, as Nokia offers 'free navigation for life'. Smartphones have Ovi Maps preloaded, which – uniquely – means users can access and search maps when the phone is offline. So they can walk or drive to new offices, hotels, restaurants or travel agents

with uninterrupted map and turn-by-turn audio-directional assistance. The Partners have also found this to be of particular benefit when using taxis abroad. What's more, because everything happens offline, there are no roaming charges. In addition, Nokia also offers airline, train and hotel apps which are easy to add and easy and secure to use.

"The nice thing is that with the E6 you can have four or five home screens, which make it easy to access travel apps. We value the convenience factor- that everything is readily available."

- Klaus Haft

### No laptop, no dictation device needed

The Nokia smartphones have also proved invaluable when gathering evidence. Visual evidence can be quickly and accurately recorded using the 8 megapixel camera, and personal interviews can be either written up on the phone's dedicated note-taker or recorded using the video facility. Exhibits can be sent for review using Nokia's highly reliable push email service, which also speeds up the reply process. And because everyone is familiar with mobiles, the whole process is relaxed and unthreatening – a significant advantage when interviewing witnesses.

### Fast implementation - and fast results

Klaus chose Nokia E6 handsets, as these offered the right combination of power, compact size, and a good keyboard. They were also easy to integrate with the firm's server. In fact, ROKH was able to have Nokia smartphones and email system fully operational just a few weeks after making the order, and just a few days after the smartphones arrived. Installation was simple, because the push email solution is fully enabled by Mail for Exchange – embedded in the handsets. The whole process proved to be far simpler than the firm's previous experience of integrating the BlackBerry server.

The biggest anticipated challenge was loading the 4,000-strong contact database into the smartphones, and achieving synchronisation with personal computers. But again, this was easy using the Nokia Eseries smartphones with Mail for Exchange.

### No third party security worries

As Mail for Exchange is hosted on ROKH's own server, there is no third party involved. Being able to keep all traffic secure and data in-house has given ROKH an added level of confidentiality and security, which can be crucial to litigating lawyers.

"People are confident using Nokia mobility, all required functions work smoothly, and the look and feel of the smartphones make people happy."

- Klaus Haft

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