

SOUND SOLUTIONS CASE STUDY

DUANE MORRIS LLP — MAINTAINING PRIVACY

CHALLENGE:

Duane Morris LLP is a full-service law firm with more than 700 attorneys in over 24 offices around the world. Based out of Philadelphia, PA, Duane Morris has centralized most of its business operations – including their facility and construction functions. The company's success has meant continued expansion. Ferd Boisvert, Facilities and Construction Manager for Duane Morris LLP outlined several challenges that the law firm faces as they approach the design for each of their offices.



“Confidentiality is obviously the most critical component of our space design – for our clients and even between other lawyers and assistants within the firm. Managing the design of all the offices out of one location means that the design choices need to deliver a space that provides a consistent brand and experience for our employees and our clients regardless of which office you visit. Then there are the actual construction costs that must be considered when implementing the space’s design elements. And, last, because we are centralized in Philly, our operational structure needs to be accounted for.”

SOLUTION:

Duane Morris contacted Lencore to provide a solution that could meet these challenges and deliver privacy, a consistent experience and centralized controls while helping to manage construction costs.

Since the company's first goal was to maintain confidentiality and speech privacy, they opted to test privacy levels by mocking up several competing sound masking systems as well as alternatives such as acoustical wall panels on one floor of a new build out.

According to Duane Morris, the findings clearly pointed to sound masking as providing the best solution for speech privacy. In addition, the masking delivered a uniform, “comfortable” environment and occupant experience. “We needed a solution that was not distracting and we found Lencore’s sound to be superior. Although most of the attorney’s don’t even know it is there, the system provided the comfort we were looking for,” stated Boisvert.

As Duane Morris LLP developed new specifications for their construction standards to better manage cost and attorney/client experience, they realized the uniformity and consistent quality of the Lencore Systems.

To better manage the control of all Duane Morris facilities, they installed the Spectra i.Net® System which allowed centralized control of all locations through a password protected user interface. The Spectra i.Net®

INDEPENDENT COMMENTARY: THE NEED FOR CONFIDENTIALITY

by Mike Passananti, Chicago
Attorney:

“Confidentiality is the very backbone of any law practice. In order for the solution to be addressed, clients need the security to fully disclose the circumstances and emotions of their situation. From sensitive case details to non-public considerations that may effect the stock market, lawyers deal with intense issues that often create loud exchanges. Because there are so many “non-confidential bodies” around the office there is always risk of exposure. All confidential conversations must occur in the most secure and vacuum-like environment as possible.”

System uses LonTalk® which meets ANSI 709.1 standards for open platforms. Without installing proprietary software on his servers, Boisvert now had the flexibility to control any installation in any office (even Singapore) from his Philadelphia location.

To date, Lencore has installed the Spectra i.Net® system in 13 Duane Morris facilities including London and Singapore. Boisvert comments, “I place value in Lencore. I have looked at alternatives but realize that they are truly a partner in this business and I know what I am going to get—they are what they market themselves to be.”

RESULT:

With the incorporation of Lencore Sound Masking, Duane Morris achieved “confidence in confidentiality” in the legal environment. “The performance of the Lencore products exceeded our expectations” stated Boisvert. The solution provided a superior client experience while allowing the attorneys to better focus on their function by ensuring privacy, confidentiality and comfort for partners, staff and clients.

Other Lencore Acoustics Law Firm Installations

Below is a partial list of other prominent law firms that use Lencore Sound Masking products:

- Akin Gump (Dallas, Houston, New York and Philadelphia)
- Baker Botts (Dallas)
- Balch & Bingham (Birmingham)
- Blank Rome (Philadelphia and Washington, D.C.)
- DLA Piper (New York)
- Jones Day (Pittsburgh)
- Quarles & Brady (Chicago)
- K&L Gates (Miami)
- Cleary Gottlieb (New York)