

Case Study

Simplifying Connections: McCabes Perth upgrades to Smarter Meeting Solutions



Executive summary

Founded in 1991, McCabes is a national legal practice providing services and advice for clients, specialising in insurance law. The firm was named in the 2025 second edition of the Best Law Firms in Australia.

As its Perth office expanded, McCabes needed a better way for lawyers and clients to meet and share information across locations. Working with Ricoh, the firm introduced a new Microsoft Teams meeting room that makes it easier for teams to connect, run meetings, and include remote participants without technical friction. The result is a more reliable meeting experience that helps lawyers stay focused on their work and their clients.



Quick facts

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| • Sector: | Legal |
| • Established: | 1991 |
| • Branch: | Perth, Western Australia |
| • Employee size: | 78 staff |
| • Website: | mccabes.com.au |

An overview

McCabes supports a broad mix of public and private sector clients across Australia. With lawyers often working with colleagues and clients in different offices, clear and reliable communication is essential.

As the Perth office continued to grow, the firm recognised that their existing meeting setup was no longer keeping pace. Video calls could be difficult to manage, and meetings that included remote participants didn't always run as smoothly as they should.

When McCabes moved into a new Perth office in late 2025, they saw an opportunity to improve the experience. After reviewing several options, the firm partnered with Ricoh to design and install a new Microsoft Teams meeting room.

The updated meeting environment gives staff a straightforward way to host and join meetings, share documents and presentations, and ensure remote attendees can follow the discussion clearly. The team spend less time troubleshooting technology and more time focusing on the matters in front of them.

Key highlights

- Driven by a desire to enhance collaboration between staff and stakeholders, McCabes upgraded their collaboration capabilities.
- With a large team consisting of 78 employees, the Perth office was growing rapidly and urgently required upgraded communication & collaboration technology.
- Deployment of a modern integrated meeting room solution, to create an immersive experience for remote participants.

Products and Solutions

- Yealink MVC S50 Microsoft teams room kit with panels, microphones, and speakers paired with a LG 75 inch display screen for optimal viewing.

The challenge

Outdated meeting technology slowing teams down

For many years, staff relied on an ageing video conferencing setup made up of a mix of older hardware and software. Starting a meeting often involved multiple steps and different systems, making it difficult to quickly connect with colleagues or clients in other locations. For new starters in particular, the technology could be confusing. Old equipment remained in meeting rooms, cables and devices were not always clearly labelled, and it wasn't obvious how everything should be connected. As a result, staff frequently needed help from IT before meetings could even begin.

IT support became a regular part of the meeting process. The team was often called on to connect devices, set up bridge calls, and guide staff through how to use the system. This added pressure on the IT team and slowed down day-to-day work for lawyers who simply needed a reliable way to meet with colleagues and clients.

"We didn't have the performance and flexibility that we needed," said Ben Mason, IT Manager at McCabes. "Staff had to constantly seek help from the IT department, which reduced productivity and increased frustration."

The technology itself was also starting to show its age. The meeting room relied on an ageing plasma television that struggled to deliver the video clarity needed for professional conversations, particularly when speaking with remote participants.

"When we decided to move into a new office location in Perth, we saw it as the perfect opportunity to rethink how meetings should work," Mason said. "It gave us the chance to replace the old setup with something far easier for our people to use."



The solution

A Simpler Approach to Meeting Room Technology

McCabes turned to Ricoh for guidance on improving its meeting technology. During the evaluation process, McCabes reviewed several proposals from different vendors. Many involved combining products from multiple manufacturers, which risked adding complexity to the meeting experience. Ricoh proposed a more straightforward approach, a single, integrated system featuring a Yealink soundbar, camera and Microsoft Teams Rooms kit.

For the McCabes team, simplicity and reliability were key considerations. “We were drawn to the ease of use the platform offered as well as the quality of both audio and video connections,” said Mason.

Ricoh worked closely with the firm to understand its requirements, conducting a site visit and reviewing the layout of the new Perth office before finalising the design. This preparation helped ensure the technology would fit naturally into the meeting room and meet the needs of the team using it every day.

“From a technical perspective, we’ve been impressed with the attention to detail throughout the project,” Mason said. “After sharing our requirements and completing a site tour, Ricoh delivered a solution that met our needs and made sense from a cost perspective.”

The timing of the project also aligned well with McCabes’ move into its new office, making it possible to install the system while the space was still being prepared. “We gave Ricoh the green light in mid-December and the new system was installed and fully operational in under a week,” said Mason.



The outcome

A reliable, high-quality video collaboration platform

McCabes now has a dedicated meeting space designed for clear, reliable video calls. At the centre of the boardroom is a modern meeting setup that includes a high-definition display, external speakers, and a Yealink soundbar with an integrated camera.

For staff, the biggest difference is how easy it is to start a meeting. What previously required several steps, and often help from IT, can now be done in seconds. “The whole system is very easy to use,” said Mason. “You simply press a button and you can quickly establish a new video conferencing session. There’s no longer a need to seek support from IT.”

Reducing those small technical hurdles has had a noticeable impact on the IT team as well. McCabes estimates it now saves around 30 minutes each week due to fewer support requests related to meeting setup and configuration. That time can now be spent on higher-value work rather than troubleshooting meeting rooms.

The improved setup has also made meetings more comfortable for staff and visitors alike. Lawyers can connect laptops or devices in several different ways, making it easier to run presentations or bring external participants into discussions without delays.

Since the system was introduced, Mason says the team has grown far more confident using the technology.

“We’ve had really positive feedback from staff and clients presenting in the room,” he said. “People appreciate how straightforward it is to get a meeting started.”

The technology also includes features that enhance the experience for people joining remotely. The Yealink camera uses AI to automatically track and frame the active presenter during meetings, helping remote participants follow the conversation more naturally. “It’s a great feature. This makes calls feel more intimate for participants not in the room,” said Mason.

“Overall, I’m really impressed with the quality and attention to detail in the final result.”

– **Ben Mason**, IT Manager, McCabes



Future plans

With the new boardroom solution in place, McCabes sees further opportunities to improve how teams meet and share information. The firm is now considering extending similar technology into smaller meeting rooms, making it easier for staff to connect with colleagues and clients regardless of where they are working from.

The successful rollout of the boardroom system has given the team confidence to explore these next steps. As McCabes continues to grow, the firm is focused on ensuring its workplace technology keeps pace with the needs of its people and clients.

“We are very pleased with the outcome delivered by Ricoh. We’re now looking at the potential of equipping other smaller meeting rooms with conferencing capabilities to further enhance our capabilities.”

– **Ben Mason**, IT Manager, McCabes



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