



# A Case Study

How Hosted VoIP  
Business Communications  
Helped a Law Firm Avoid  
Costly Outages



## INTRODUCTION

A commercial law firm with a team of 170 based at more than a dozen regional offices had invested in standalone PBXs for each of its locations, but faced costly and complex issues. With a limited IT staff, systems were inconsistently updated and poorly maintained.

## THE CHALLENGE

There was no disaster recovery path. In fact, an outage in a transmission line connecting a PBX to the public switched network left one office without phone service for days. Finally, much of the firm's work was performed at client offices and other remote locations. But there was no way for team members to interact seamlessly with office communication systems and maintain peak productivity on the go.

## SOLUTION

The firm moved to a cloud-based PBX platform hosted by a service provider – achieving much-needed protection against outages and expanding the telephony features delivered to its team. The company adopted new cloud-based auto attendant and call center capabilities, as well as a powerful unified communication application for improved productivity – all for the same money spent to maintain its previous PBX systems.

## THE RESULTS

### “ALWAYS ON” SERVICE

In the event of an outage, calls are transparently transitioned from one cloud network node to another for continuous connectivity.

### IMPROVED PRODUCTIVITY FOR MOBILE WORKERS

Team members have a consistent user experience and the same set of capabilities whether they use a desk phone, laptop, smartphone or tablet – in the office or out. They can communicate when, where and how they want, making them more productive than ever.

### EXPANDED SUPPORT – 24/7/365

Previously a single IT staff member and consultant supported the firm's communication systems. Now a comprehensive team of experts provides 24x7 monitoring and support, allowing potential issues to be resolved before they escalate and impact service.

### IMPROVED SCALABILITY

The firm's new hosted architecture is easily scaled by simply adding new software licenses. Phones and other communication devices are “plug and play.”

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- 1) Cloud-hosted VoIP:** A cloud-hosted VoIP network provided the client with a robust infrastructure that integrates multi-office communications into a single environment. The built-in disaster recovery would mitigate any downtime and ensure business continuity even if disaster strikes. DOTVOX's national POP presence would clear latency issues typical of on-premise PBX phone systems or outdated servers.
- 2) Feature-rich:** The client is able to leverage sophisticated VoIP features ideal for multi-site offices to improve internal and external operations.
  - a. Hoteling:** Enables a user's profile to be temporarily loaded onto any shared (host) phone, transferring the user's extension, tools, and contacts.
  - b. Mobility:** Provides access to company's VoIP network and PBX features through desktop, desk phone, mobile phone, or tablet while maintaining a single business identity.
  - c. Hunt Group:** Inbound sales calls were automatically directed to a predefined group of extensions within the VoIP network, limiting missed calls rates and allowing the client to handle high call volumes with ease.
  - d. Receptionist Client:** Consolidates need for multiple front-of-house receptionists into one telephony attendant console that has the capability to manage multiple locations.
  - e. Call Center:** Features designed to manage service methods and schedule reporting improves overall customer service.

**3) 24/7/365 U.S.-based Support:** Starting with an easy onboarding process, DOTVOX support provides stellar ongoing support to ensure the client's VoIP system is running at optimal performance. Immediate response from dedicated Account Managers allows the client's IT personnel to allocate valuable resources to more pressing matters.

**4) 50% Cost Savings:** DOTVOX was able to deliver an enhanced VoIP solution, customized feature-set, and dedicated account management while reducing total cost by 50%.

## THE RESULT

The promise of 50% Cost Savings was a key draw for the client and has been delivered upon.

Having access to timely 24/7/365 support, a central management tool for telephony across locations and ease of implementation for new users were all improvements upon the previous solution.

Business and employees are now able to work more efficiently. Processes around communications are streamlined. IT staff is more productive, receive 24/7/365, U.S.-based support from DOTVOX within hours, allowing them to focus on maximizing the value IT delivers for the business and maintaining their competitive advantage in the financial services industry.

## CONCLUSION

Beyond the cost savings, management and efficiency benefits, our client has been able to leverage Trapp's expertise in other areas of their IT. Having a one stop shop for VoIP, IT Services and Project Management as well as cloud hosting has been invaluable to the client and has allowed them to fill skills, expertise and bandwidth gaps when they have arisen.