



Case Study
UCFlex™ Cloud UC Powered
by Kandy (Law Firm)

ABOUT THE CUSTOMER

The law firm in this case study has five partners within a law office in New York. The firm specializes in cases involving business legal needs such as personal injury, medical malpractice, foster care, and nursing home neglect. The firm also handles birth injury, and compensation due after construction site accidents.

CHALLENGES

The communications between staff members of the firm were not in line and its current communication system did not cater to modern needs. The firm did not have a unified phone system to facilitate integrated communication between staff back at the office and connect with other remote people when required. While the receptionist handled incoming call during business hours, during after-hours callers were only provided with business hours and the ability to dial by extension in case an attorney worked late. The firm did not have an option to direct the calls to the answering service that could contact one of the attorneys in case of an emergency.

OBJECTIVE

The firm sought a reliable phone system as missed client calls could lead to lost revenue and missed court deadlines, negatively affecting its reputation. A “No Hassle” service was required as it doesn’t have the staff or time to work through technical issues.

The firm required flexible options for on-the-go staff who communicate from multiple locations via phone, mobile, voice mail, fax, email, and web conferencing. Because attorneys can be in transit to visit with clients, district attorneys, or have a court date, the firm needed a solution that enabled it to reach their staff back at the office or set DND or a message. The firm also desired scalability in its phone system because of plans to open a second office on the other side of the state.

SOLUTION

After being approached by the firm with the above challenges, ISSQUARED™ proposed to implement its Unified Communication solution UCFlex™. After confirmation from the firm's IT Manager, ISSQUARED™ installed UCFlex™ enabled with all features and settings to overcome the challenges the firm was facing.

After implementation, the receptionist answers the calls during business hours to give a personal touch and transfers to firm employees as required. A Voice Engineer from ISSQUARED has now routed after-hours mainline calls to the after-hours auto-attendant with options to direct the calls to the answering service and an ability to reach an attorney in the event of an emergency.

UCFlex™ has enabled the law firm to communicate more effectively with customers and internal employees. Adding on to the robust desk phone features, UCFlex™ also provides:

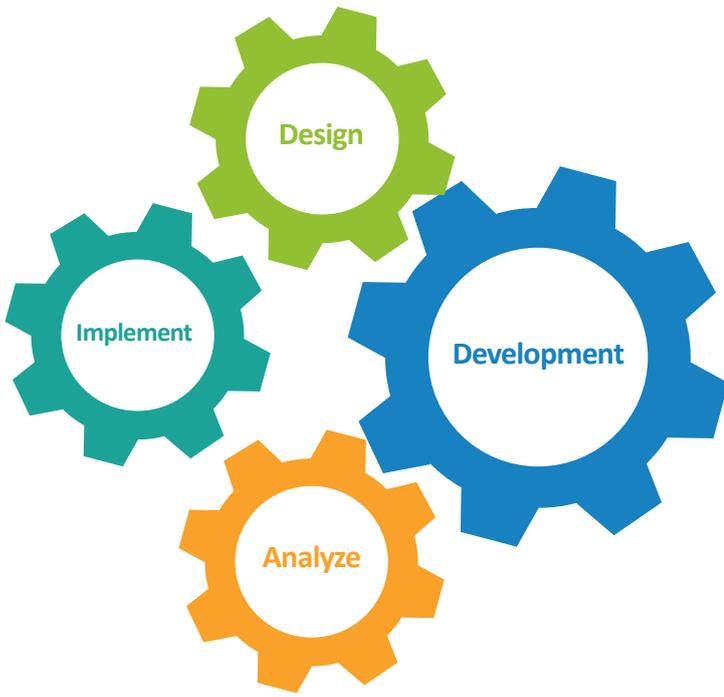
- ☑ Desktop & Mobile Client (voice/video calling, address book, call logs, IM and conference scheduling)
- ☑ Meet-me conferencing (audio-only conferencing starting at 10 parties and scalable to 200 parties)
- ☑ Screen-Sharing and Multi-Party audio/video conferencing integrated with Smart Office clients (starting at 10 parties and scalable to 200 participants)
- ☑ Unified Messaging with Voicemail delivery to email and optional Transcription
- ☑ eFax
- ☑ Call Grabber (seamlessly move calls between desk phones, desktop clients and mobility clients)
- ☑ Call Recording +storage (call center agents as well as non-call center agents)
- ☑ UCD/Call Distribution
- ☑ Hunt Groups/ UCD Wallboards
- ☑ Auto Attendant
- ☑ Attendant Console Client
- ☑ End User Web Portal



KEY BENEFITS

UCFlex™ has provided all the features the firm expected from its required phone system along with mobility, instant messaging, meet-me conferencing, web collaboration, videoconferencing, and more

- Enables the firm to have a cloud-based unified communication platform with no requirement of engineers and support staff.
- UCFlex's pay-as-you-go pricing lets the firm pay for what it uses and add more services when needed.
- Got integrated with the firm's existing phone system, helping protect its present investments while layering on new services and features.
- Allows one phone number to follow the firm's employees wherever they go - accessible from their desk, their smartphone, their tablet, or on their laptop.
- Keeps staff connected and make them more responsive to co-workers and clients.
- As the firm is opening a second office, UCFlex, could enable it to manage all locations from one account.



ISSQUARED™

ISSQUARED™ is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED™ has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED™ is headquartered in Westlake Village, California, with global delivery capabilities and presence across the UK, Ireland, India, Singapore, the Middle East, and the U.S.



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