

## Success Story - Duane Morris

June 2009

Duane Morris



### The Challenge

- Maintaining the technological and administrative infrastructure within a growing company
- Fluid consolidation of all voice services

### The Solution

- Audit all carrier invoices
- Developing an easy plan with exceptional customer service

### The Outcome

- Access to multiple providers' networks
- Savings in cost, time, and management

### Overview

Trade publications have placed Duane Morris in the top 100 law firms, and in the upper echelon of law firms utilizing technology. Hundreds of lawyers working around the globe quickly communicate and collaborate using the firm's integrated network, accessing sophisticated software, information-rich databases, and other knowledge-sharing tools.

Duane Morris became familiar with vCom when it acquired the legal practice of California based Hancock Rothert and Bunshoft. Duane Morris recognized the value the Hancock firm had realized through its relationship with vCom, and Duane Morris' relationship with vCom developed into a real "partnership" in the ongoing management of Duane Morris' Telecom Environment, nationally.

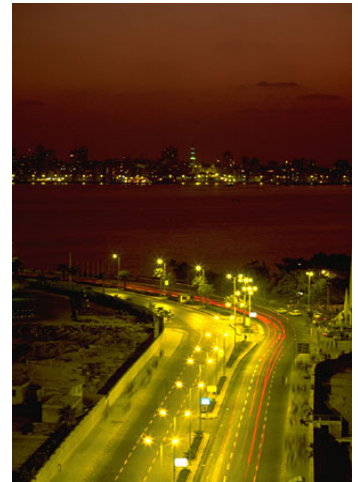
With vCom's vManager platform and skilled professional services team, Duane Morris realized the immense benefits of outsourcing the ongoing management of their telecom environment to vCom: simplicity, savings, support and exceptional service.

### The Challenge

Duane Morris LLP, among the 100 largest law firms in the United States, is a full-service firm of more than 700 lawyers. With offices in most major markets, and as part of an international network of independent law firms, Duane Morris represents clients across the nation and around the world.

Managing a network infrastructure across multiple offices, products and carriers can prove to be challenging. Duane Morris dealt with multiple Tier 1 and Tier 2 carriers; received 150+ invoices on a monthly basis; had multiple support teams and members to contact for trouble or order management. Order-

ing, supporting or reconciling telecom services at each office was a challenge, even to an experienced IT team of Duane Morris' caliber. Hours were spent with GL coding invoices, on a monthly basis.



*Forward Thinking—simplifying telecom management with optimized service support*

## The Solution

vCom began a close partnership with John Sroka, Duane Morris' CIO and his team of capable IT professionals including Amy Silvestri, who have worked tirelessly to build a state of the art network infrastructure.

The initial introduction of vManager's demo was shaky at best; as the task of entering all inventory into vManager appeared a bit daunting. Much to Duane's surprise, once the project was underway they realized a majority of their inventory had already been converted over to vCom and the information was ready and available to use.

"It ended up taking about 20 minutes of my time to provide a list of GL codes and vCom did the rest!," said Amy, "Once I started working with vCom, I realized their service is far superior to what I have experienced in dealing with other carriers over the past 12 years."

vCom reviewed all of Duane's carrier invoices, developed a migration plan, per site, to implement new local and long distance service. They also worked with Amy to roll out the new services with minimal disruption of their existing accounts.

The next step involved working with Amy to integrate a

disaster recovery system, as well as reconfiguring Duane's voice infrastructure and their Accounting department on GL coding all inventory. This allowed for automation of invoice coding, charge back, and A/P posting. With the new GL codes in place the invoice process was much more fluid. "We bill back to a few different ancillary businesses," Amy said, "I can total their monthly bill and provide detailed backup in 2 easy steps."

With the new system in place, Duane was able to leverage vCom's expertise in providing on-going support of Telecommunication Services.



**Support—Single support center for all services at every office location**

## The Outcome

Rather than dealing with multiple carriers across different locations or products, Duane Morrison now works with one team who handles all their carriers on the back end. Whether it's during the design and sales process, the implementation process, or through the invaluable billing consolidations of tens (sometimes hundreds) of invoices, vCom provides Duane with one invoice for their entire enterprise. The soft savings associated with this simplicity

continues.

"Once vManager was implemented we literally started pressing 1 button a month rather than sorting through and coding pages and pages of bills," Amy said, "The process is quicker for our Telecom group as well as Accounting."

For a multi-site company such as Duane, their vManager enhanced network infrastructure continues to provide simplicity and support especially for expansion projects to new offices and loca-

tions. Duane can rely on vCom to maintain service with little to no interruption.

vCom now provides Duane with access to multiple providers networks, allowing for true carrier diversity and a tuned understanding of their tolerance of down time, need for redundancy and uptime, and has tailored Duane's platform to the best solution for them by marrying products and networks from various carriers to a true vantage point.

**"I realized vCom's service is far superior to what I have experienced in dealing with other carriers over the past 12 years."**

## About vCom Solutions

*vCom Solutions is a Telecom management Service Provider focused on helping businesses reduce their communication costs, while simplifying the management of those services.*

*vCom manages its clients' entire telecom lifecycle, including design, procurement, customer service, technical support, and bill consolidation, providing them with a true single point of contact for all communication needs, nationwide.*