

Customer Case Study-Selecting a VoIP Provider Law Firm Turns to OpticalTel for Dependable VoIP Phone Service

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Paul A. McKenna & Associates

Conventional Turn-Key Phone System Replaced by a Hosted PBX

Special points of interest:

- *Call routing allows for more efficiency in the work place*
- *Voicemail goes directly to email*
- *HD quality voice*
- *Portability*
- *Great flexibility and easy to upgrade*

OpticalTel's Hosted PBX offers:

No on-site phone system to manage

Unlimited calling to the continental US and Canada

Hosted service offering

Free professional installation and activation

Free IP phones

The law firm of Paul A. McKenna & Associates needed a change from their outdated turn-key phone system, but was unsure about switching to a Hosted PBX due to paging capabilities. The sales team at OpticalTel came up with the perfect solution for the law firm with its cloud-based, hosted business phone system, OpticalTel's Hosted PBX.

After researching competitors, McKenna & Associates selected OpticalTel's Hosted PBX for its diversity and the extreme flexibility of the VoIP system. It offered the staff support, and has substantially cut their monthly phone bills.

"A business phone system is essential to the practice of law. With OpticalTel's Hosted PBX we are able to cut down on the amount of errand calls and operate with the same degree of professionalism as a

Noisy Work Environment

The old turn key phone system made for a noisy work environment. Everyone received a live ring. The staff never knew what type of call was coming into the office. The busy law firm has many departments that specialize in a specific area of law. The IT department at OpticalTel

much larger firm, without the added cost of an expensive, on-premise phone system," said Rey Acle, Assistant Office Manager at Paul A. McKenna & Associates.

Paul McKenna & Associates has four attorneys, who are supported by eight highly-experienced paralegals as well as office staff. Complimenting the law firm's real estate practice is an on-location title

company, Ganguzza Title & Escrow, which services the REO Default industry. The firm's trial practice represents a wide variety of clients in multiple legal forums that include commercial litigation, real estate litigation (bank foreclosures, evictions, quiet title, condominium and H.O.A. foreclosures), bankruptcy, wrongful death, personal injury and family law.



designed a combination of features, allowing the office to flow in a more organized manner. The new system included Auto Attendant, Specific Hunt Groups, Voicemail to Email, Paging Features, Shared Call Appearance and Simultaneous Ring. The Auto Attendant eliminated the need for a receptionist, which

freed up valuable staff time and saved money. "One of the best features offered by the Hosted PBX is that the number is provisioned to the phone, not the line. You can work from home if necessary," says Mr. Acle.