

UNIFIED COMMUNICATIONS

A LAW FIRM
SUCCESS STORY

A PHONE SYSTEM THAT GENERATES INCOME



When your income comes from your call center, phone reliability better be exceptional

About the Client

Mullooly, Jeffrey, Rooney & Flynn LLC is a 68-person law firm that specializes in collection law. It services clients in New York and New Jersey. The firm's primary income is generated through a centralized call center that operates 24/7.

Phone reliability is critical, since client calls must be returned within a strict 24-hour turnaround period. Robert, the firm's Operations Director, knew that his 15-year-old analog phone system was inhibiting workforce productivity and putting business continuity at risk. He contacted ITsavvy to implement a more sophisticated solution.

Their Challenge

In addition to superior uptime, a wish list of features and functionality was identified:

- Caller-ID
- Phone call history
- Programmable extensions
- Call park
- Do not disturb
- Hunt group hotlines
- Built-in voice messaging
- Day-night mode

OVERVIEW

Industry

Law Firm

Client Profile

The law firm of Mullooly, Jeffrey, Rooney & Flynn LLC serves clients in New York and New Jersey. Its staff of 68 specializes in collection law.

Business Situation

With its primary income generated by call center activity, the firm needed a reliable phone system for optimal business continuity.

Solution

NEC SV-8100 Unified Communication Solution

Benefit

Superior uptime has enabled the firm to meet strict client communication requirements.

Our Solution

ITsavvy deployed the NEC SV-8100 to allow Robert to customize functionality for a more efficient and productive workforce. The SV-8100 is the ideal solution for small and medium sized operations with a call center. “We chose the NEC SV-8100 because of its seamless integration with existing adjunct systems, including call logger and database lookup,” said Greg Montgomery, Director, Project Management for ITsavvy. The SV-8100 offered the features and centralization of an enterprise-level system, yet it could be easily managed by Robert’s one-man IT team.

Their Success

The users have been pleased with the intuitive nature of the new system, and the highly-reliable solution has exceeded Robert’s expectations.

“The web-based management system gives me company-wide visibility,” he said. “I can add or delete lines quickly, and our receptionist can easily see the ‘who and where’ of our staff. It has made our jobs easier.”

FOR MORE INFORMATION,
please contact an ITsavvy Client Executive.

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HARDWARE

- NEC Phones

SOFTWARE

- NEC SV-8100

PARTNERS

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