


Vonage Work From Home Solution Implemented in Only 2 Days!

The client, a mid-size legal firm, needed a UCaaS solution up and running in only 2 business days! To have these Work-From-Home solutions implemented so fast, we required a responsive Provider and quick implementation to meet the time constraints. With Vonage, and our expert team, we were able to fulfill both these, plus, provide a more secure flexible reliable solution, with more features/capabilities, setting them up for a successful future!

CUSTOMER PROFILE:


- Law firm
- Based in Seattle
- 31 employees
- 1 location

OBJECTIVE:




The law firm was comfortable with their traditional on-site PBX setup, but wanted to quickly implement work-from-home/remote work setups for all employees. With an aggressive timetable, they needed a fast proof of concept stage (demo) and installation. The client wished to eliminate any learning curve and allow their employees to use the traditional PBX functions they were familiar with from their homes or other remote locations.

DISCOVERY:



The customer was cautious, looking for a month-to-month UCaaS solution, but also desired an immediate implementation. We reached out to several UCaaS Providers to see which could turn up immediately and complete the installation within that same timeframe. Two Providers were identified as the best options, reinforced by their ability to immediately respond to quote requests and offer an acceptable install timeline. A demo was arranged for the customer with both Providers - the first solution had technical difficulties during the demo, while the second, Vonage, delivered without any issues, winning the day.

SOLUTION/DEPLOYMENT:



This was an incredibly quick process - engaged on Friday, demoed on Monday, and up and running by the end of that day. With Vonage, we were able to get all the customer's 31 employees set up with a softphone client, quickly enabling them to: host online audio and video conferencing meetings, access company-wide instant messaging and file sharing, have employees set/share availability status with their colleagues, and mirror their on-premise PBX's capabilities, plus, unlock over 30 more standard calling features! To maintain business operations, call forwarding was put in place until the customer's old numbers were able to be ported over. Employees can now effectively and efficiently communicate and work together wherever they may be. The organization gained new features, and as a Cloud application they can be upgraded faster, and with less effort, than their old on-premise equipment. While looking for a temporary fix, our client gained a permanent solution upgrade with Vonage, positioning them for a brighter future.