

Tele-working Community Case Study

Vanderpool, Frostick and Nishaian, PC – Falcon client since 1989

VF&N has grown into the largest law firm in Prince William County and one of the top rated law firms in the Commonwealth of Virginia. As with many law firms, attorneys either relocate or leave because of family related issues that force them to resign and move to other regions of the country. This was an accepted business practice for years. Losing a good employee begins the expensive process of finding a replacement. One of the largest costs that companies face today is recruiting and training new staff. The cost of a dedicated network was prohibitive to VF&N so they wanted to find a way to utilize the public internet to support teleworking while still maintaining the highest level of security possible.

Challenges:

- High cost to deploy a dedicated Wide Area Network (WAN) for telecom
- No centralized Voice Mail Platform
- Inability to transfer calls between the office and the tele-worker
- Inability for the tele-workers to call out on the telephone lines of the firm for billing purposes
- Ability to display outbound caller ID of their corporate office when tele-workers are placing calls
- The seamless call handling for clients who have worked with certain attorneys for years

Solution:

- Installing VOIP extensions off their current telephone platform
- Wide Area Networking (WAN) of the office and the remote workers
- Connectivity Type for Data – Non dedicated connection with COVAD DSL and then upgraded to dedicated SPRINT T-1 for the corporate office
- Connectivity Type for Voice – VERIZON ISDN-PRI for corporate and Verizon DSL and for the tele-workers
- Telecom Equipment – Vertical FXII, VOIP Enabled, VOIP Extensions
- Additional Equipment – Vertical Voice Mail with Unified Messaging
- Roll out – 90 days

Benefits:

- Zero cost to call between offices and tele-workers
- Centralized Voice Mail with Unified Messaging
- Single point of receptionist for all call coverage
- Fixed Monthly Cost
- Higher Employee retention
- Happier Clients



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