



Enabling you to connect.™

## Case Study Phone & Voice

Individuals and businesses look to Cincinnati-based Sams Fischer Packard & Schuessler, L.L.C. (SFPS) for legal assistance and strategy, as well as personal representation.

### Lost time (and money) with a limited phone system

SFPS attorneys are often represented in top award selections including Cincy's Leading Lawyers (*Cincy* magazine), Rising Stars (*SuperLawyers* magazine), Top 100 Trial Lawyers (National Trial Lawyers) and others. In addition to their numerous publications and awards, the SFPS partners are involved in various charitable and civic activities. And they didn't earn those accolades sitting behind an office desk.

The attorneys at SFPS spend a large percentage of their time out of the office: at the courthouse, at client sites, and in transit to other locations. Their time is extremely valuable and any time not actively spent in meetings when out of the office represents a lost opportunity.

When their existing phone system began to reach the end of its useful life in early 2012, they recognized that it didn't have the functionality that might enable them to efficiently conduct business and keep their attention focused on their clients. SFPS turned to Powernet to review their needs and recommend a solution to fit their requirements. Powernet understood the mobile nature of the firm and introduced SFPS to the Allworx communication systems.

## How Sams Fischer Packard & Schuessler, L.L.C. Utilized Powernet and Allworx to Improve Business Efficiency



### Sams Fischer Packard & Schuessler, L.L.C.

**Industry:** Law & Legal Practice

**Number of Employees:** 14

**Primary Services:** Business and tax law, family law, real estate, estate planning, domestic relations, commercial litigation, intellectual property

#### Challenge

- Find an office phone solution to meet mobile nature of the business

#### Solution

- Utilize Allworx phones, including ten Allworx 9224 VoIP phones and four Allworx 9212L VoIP phones
- Implement Reach mobility software

#### Results

- Delivering improved client experience
- Optimized time management
- Maximizing productivity

## Making the office phone mobile

With the Allworx 6x and Allworx Reach software, SFPS attorneys are always in contact with their clients. The Reach software makes the attorney's cell phone an extension of the office phone system, enabling the attorney to place and receive calls regardless of location, and to transfer a conversation to someone else in the office when it's time to walk into a meeting or into court rather than asking the client to hang up and redial. Given their dedication and work volume, the SFPS attorneys also spend part of their time at home on client issues. With the Reach mobile application, they're placing calls from their cell phones as if they were in the office, with all of the features and functionality of their office phones.

## Maximizing opportunities

The weather in Cincinnati always has the potential to be a challenge, and with their old network and phone system combination, the weather provided additional challenges for SFPS, often creating outages. Any outage is never good, but in a business where client contact is put first, outages mean a loss of revenue. Powernet and Allworx have changed things at the SFPS office. Office manager Carla Hale says "it's dependable - we've had no downtime, either internet or phone, and that's a very big thing!"

SFPS attorneys focus their time and energy helping their clients through their most difficult experiences and to help them maximize opportunity within their best experiences. With Powernet and Allworx, more of their time is directly available to their clients.

## About Powernet

Powernet enables businesses to connect through innovative telecommunications solutions. With networking, voice, data, call center and carrier services, we have the technology and expertise to meet the needs of any size business.

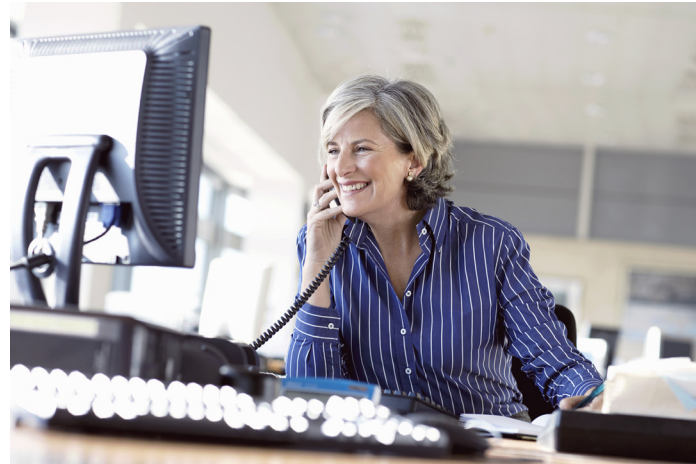
### Contact us for more info:

800.656.3761



[sales@powernetco.com](mailto:sales@powernetco.com)

[powernetco.com](http://powernetco.com)

"We've had no downtime - either Internet or phone - and that's a very big thing!"



### Follow Us for News and Insight:

-  [Facebook.com/PowernetCo](https://www.facebook.com/PowernetCo)
-  [@PowernetCo](https://twitter.com/PowernetCo)
-  [Linkedin.com/company/powernet-global-communications](https://www.linkedin.com/company/powernet-global-communications)

