

# Allworx raises the bar on a law firm's phone system.



Attorney Jeffrey P. Greenberg answering a call on the Allworx 9112 phone.

*“The fact that I don’t hear anyone talking about the system is a good thing. It means there’s nothing for anyone to be concerned about.”*

*Bob Seder, Seder & Chandler LLP*

WHEN A LAW FIRM IN WORCESTER, MASS. decided to switch phone systems for a fairly simple reason, it ended up saving a little money along the way.

Seder & Chandler LLP focuses in the areas of business and corporate law, bankruptcy, commercial banking, employment, taxation, probate and family law, trusts and estate planning, and real estate. For the nearly 90-year-old law firm that prides itself on delivering prompt, efficient and quality service to its clients, it is important to have a telephone system that meets its communications needs.

Firm partner J. Robert Seder did not expect too much from the law firm’s telephone system. Seder & Chandler employed a Nortel system that was

pretty simple to use and worked well for the most part. The one thing that Seder did not like about the Nortel system was that the speaker phone quality was terrible.

When the firm set out to find a new system with speaker phones that – according to Bob Seder – were

“less terrible,” it sought the advice of Barry Communications, Seder & Chandler’s Worcester neighbor and IT provider, and an Authorized Allworx Reseller. Barry Communications not only identified a solution to address the speaker phone’s poor quality, it also suggested that the firm could gain

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**Company:** Seder & Chandler LLP  
**Industry:** Legal  
**Size:** Approx. 30 employees  
**Locations:** 2

## The Challenge

Seder & Chandler LLP had a phone system that worked fairly well but delivered poor speaker phone quality. The firm wanted a solution that would improve the speaker phone quality.

## The Solution

- Allworx 24x system
- Allworx 9112 phones (42)
- Allworx 9102 phones (2)

## The Benefits

- Time keeping
- System control
- Cost savings

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greater control over its phone system and save some money in the process.

Barry's recommended solution? Allworx Corp.

After Barry Communications conducted a survey of Seder & Chandler's needs and demonstrated Allworx's capabilities, it took only about a month for the firm to decide to move forward with Allworx.

"We relied heavily on Barry Communications' recommendation and didn't even consider any other phone suppliers," Seder said. "Barry showed us how the Allworx system could meet our needs."

Barry Communications installed the Allworx 24x system and 35 Allworx 9112 office phones in the firm's main office, along with a Covad VOA T1 line for voice communications. In Seder & Chandler's satellite office – which opened in the spring of 2007 in Westborough, Mass., about 15 miles

*"Using Allworx, it's as if our satellite office's employees are right here with us."*

*Bob Seder, Seder & Chandler LLP*

from the main office – Barry installed seven Allworx 9112 phones, two 9102 phones and two Covad VOA DSL lines for voice and data communications.

The law firm's Allworx solution also features Bandwidth.com's SIP trunking service for outbound calls and direct inward dialing (DID).

#### **Fixed monthly costs**

Since installing the Allworx system, Seder & Chandler is not only saving money, the firm now knows exactly what it is paying in phone charges.

"With Allworx, we are currently paying slightly less than we were paying with our previous phone system – in the neighborhood of 3 percent to 4 percent lower. We expect that gap to widen and that Allworx will prove even more

economically beneficial over time," Seder said.

"The Allworx solution allowed us to lock into a fixed monthly cost, so there's no more guessing month to month about our phone bill," he added.

#### **Better speaker quality and more**

While the impetus for switching phone systems was speaker-phone quality, Bob Seder quickly came to appreciate other features and benefits of the Allworx solution.

A self-described "technological caveman," Seder is personally enjoying some of Allworx's technical capabilities. For example, he really likes having caller I.D. so he knows whether a client is calling him.

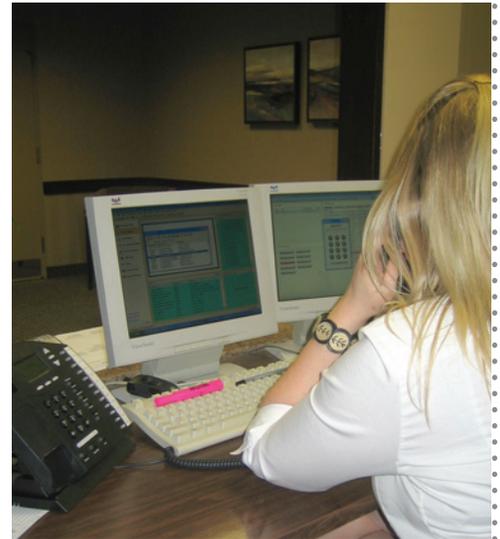
Seder also enjoys the greater control offered by the system. Allworx's Call Assistant feature, employed in both firm offices, allows users to monitor the status of every line in the system and to dispatch calls by answering, transferring, parking or sending to voicemail. Users can view all call activity across the system, including call queues, parked calls, monitors, as well as their personal call history.

With the feature, Seder can instantly see who is calling in and who is calling out – even if one of his calls comes through the main switchboard. When retrieving a voicemail message, Seder can now find out the time the message was left. The previous phone system didn't offer that capability.

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## The Allworx 24x and VoIP Phones





Alicyn Neuhaus answering a call on the Allworx 9112 phone while managing live incoming calls with the Allworx Call Assistant™ and utilizing the features of the Dial Pad function.

Allworx is also making the firm's satellite office feel right at home. "Using Allworx phones, it is as if the satellite office's employees are right here with us."

For Seder and the firm – which, like other law firms, relies on hourly billing – the fact that the system keeps track of the length of a phone call is a big plus when it comes to keeping time records for client billing purposes.

**More than satisfied**

According to Seder, the firm overall is very satisfied with the Allworx offering.

"Initially we were hearing echoes, but that turned out to be a provider issue, not an Allworx one. Barry Communications fixed the problem in seconds. After the first month, we experienced no problems, no bugs. The fact that I don't hear anyone talking about the system is a good thing. It means that there's nothing for anyone to be concerned about."

"Allworx is a very good system." ■

**Company Profile**

Founded in 1918, Seder & Chandler LLP maintains its practice in the areas of business and corporate law, bankruptcy, commercial banking, employment, taxation, probate and family law, trusts and estate planning, and real estate. The firm provides its clients a combination of the personal attention associated with a smaller law firm and the breadth and depth of legal expertise generally associated with larger law firms.

**To learn more contact:**

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**Allworx in action**

The Allworx system can be configured to meet the needs of any business. Our Authorized Allworx resellers work with you to create a configuration that suits your needs and prepares for

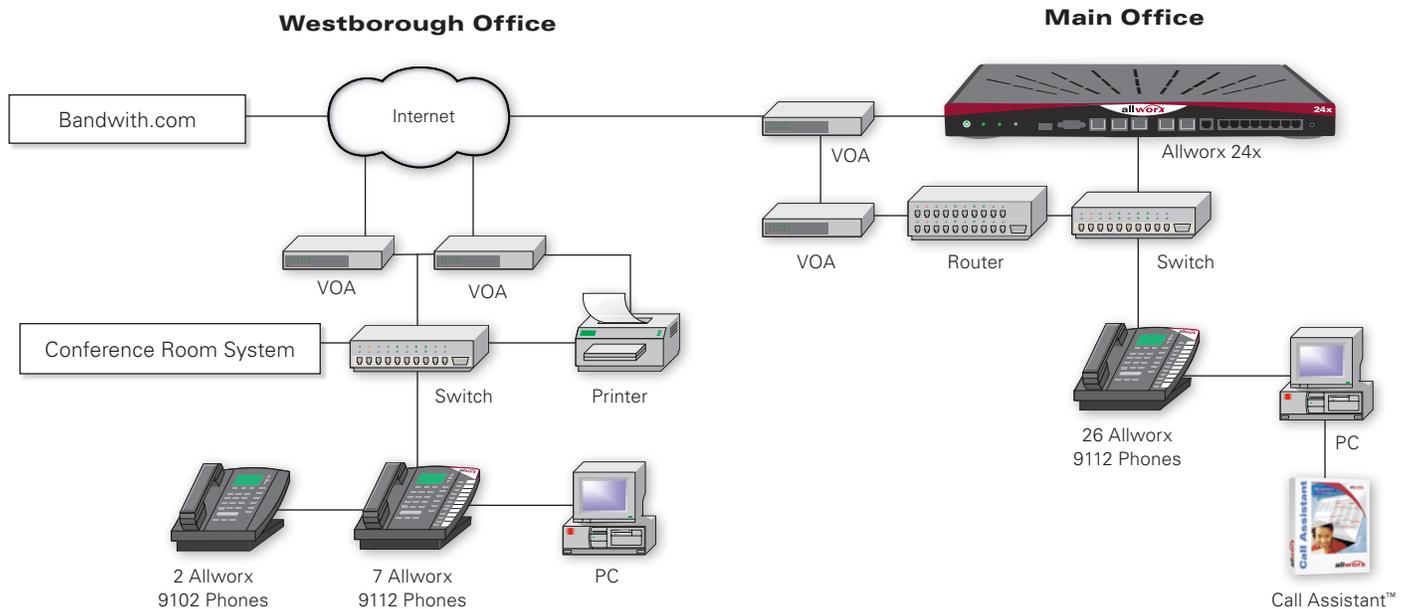
business growth. The configuration shown here was designed especially for Seder & Chandler LLP, satisfying their current needs and building a solid platform for tomorrow's expansion.

**Seder & Chandler LLP - system components**

Phone system	Network server	Advanced features	Options
<input checked="" type="checkbox"/> Analog phones*	<input type="checkbox"/> Automated backup	<input checked="" type="checkbox"/> Allworx Call Assistant™	<input type="checkbox"/> Analog station gateways
<input checked="" type="checkbox"/> Auto attendants	<input type="checkbox"/> Email server	<input type="checkbox"/> Allworx Call Queuing™	<input type="checkbox"/> CO line expansion units
<input checked="" type="checkbox"/> Customer call routing	<input type="checkbox"/> Fax support	<input type="checkbox"/> Allworx Conference Center™	<input type="checkbox"/> Mirrored disk/USB
<input checked="" type="checkbox"/> Multi-site calling	<input type="checkbox"/> File server	<input type="checkbox"/> Allworx Group Calendaring	<input checked="" type="checkbox"/> Music on hold*
<input checked="" type="checkbox"/> Presence Management	<input checked="" type="checkbox"/> Firewall SPI security	<input checked="" type="checkbox"/> Allworx Internet Call Access	<input checked="" type="checkbox"/> Switches*
<input checked="" type="checkbox"/> PBX & Key phone system	<input type="checkbox"/> LAN — PC network router	<input type="checkbox"/> Allworx Virtual Private Network	<input type="checkbox"/> T1/PRI gateway
<input checked="" type="checkbox"/> Remote users	<input type="checkbox"/> MS Outlook Compatibility		<input checked="" type="checkbox"/> Uninterruptible power source*
<input type="checkbox"/> Unified messaging	<input type="checkbox"/> Multi-site: _____		
<input checked="" type="checkbox"/> Voice over Internet	<input type="checkbox"/> One Inbox (unified messaging)		
<input checked="" type="checkbox"/> Voicemail	<input checked="" type="checkbox"/> WAN/Internet access		
<input checked="" type="checkbox"/> VoIP phones	<input checked="" type="checkbox"/> Web server		

\* Integrated from previous non-Allworx communication systems.

**Seder & Chandler LLP - Allworx 6x Configuration**



*Installed and supported by an Authorized Allworx Reseller.*

Allworx is a state-of-the-art communication system that integrates a sophisticated phone system, a robust data network and software tools, all working together to increase employee productivity and business revenues. Designed for companies of up to 100 employees per site, Allworx improves communications while simultaneously reducing cost.



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