

# Law Firm Streamlines Staffing, Reduces Costs and Increases Billable Hours with VIP Service

Frey Petrakis Deeb Blum & Briggs Replaces Premise-Based IP System with a Hosted Solution

## The Challenge

Frey Petrakis Deeb Blum & Briggs is a Philadelphia based law firm specializing in bankruptcy, commercial litigation, employment law, transactional representation, and tort litigation.

Consistent with its theme of innovative technology and client care, Frey Petrakis Deeb Blum & Briggs invested in a sophisticated, premise-based IP telephony system. However, this system soon wore out its welcome as it became too costly and time-consuming to maintain.

## The Solution

Frustrated by their existing system, Frey Petrakis Deeb Blum & Briggs turned to Vantage Communications to rectify the situation. Vantage Communications created a customized solution that took into consideration the firm's budget, addressed the issues they had with their previous system, and incorporated new features that were desired by the technology-savvy organization.

By implementing the Vantage IP (VIP) Service, a hosted IP telephony solution, Vantage Communications eliminated much of the firm's IT responsibility for maintaining the system, freeing them to concentrate on their many important clients and cases.



**“Whether they’re in the office, on their way to a hearing or working from home, our attorneys can control how, where and when clients reach them.”**

-Peter J. Deeb, Esq.,  
Frey Petrakis Deeb Blum & Briggs

In no time at all, the VIP solution significantly increased the staff's productivity and improved client billing, saving the firm both time and money. Here are just some of the many benefits they now enjoy:

- Unites all staff as if they were in the same building and minimizes staffing needs since one receptionist can manage incoming calls for remote offices or staff working from home
- Increased billable hours by an average of 30 hours each month with detailed billing by client code of both outbound and inbound calls
- Productivity gains of up to 4 hours a week per employee since unified messaging enables them to check only one inbox and simultaneous ring prevents attorneys from missing critical phone calls
- Innovative technologies such as linguistic search tools for quick and accurate information retrieval

## The Results

With a hosted IP telephony service from Vantage Communications, Frey Petrakis Deeb Blum & Briggs, a successful medium-size law firm, now benefits from the same technology used by the largest law firms and companies in the world. An increase in productivity and the number of billable hours along with an overall reduction in costs are just a few of the advantages the firm has gained by implementing the Vantage IP Service.

### The Challenge:

Create a state-of-the-art converged voice and data solution that was reliable and cost efficient to maintain

### The Solution:

Hosted Vantage IP (VIP) service that includes a fixed monthly payment, including upgrades and maintenance

### The Result:

Increased billable hours, achieved hard dollar savings, streamlined staffing and provided control over how and when customers reach them