

ANSA ASSUNCAO LLP

“MegaPath’s voice quality and customer service really sets them apart from our previous service provider.”

– Kristen Caldwell, Firm Administrator, Ansa Assuncao LLP

The Challenge

- ▶ Ansa Assuncao’s contract for Voice service was up for renewal and the renewal rates offered were “ridiculous”
- ▶ Sound quality was lacking and the firm experienced occasional voice outages
- ▶ The firm needed to be up and running quickly at its 6 eastern U.S. offices

The Solution

- ▶ MegaPath installed feature-rich VoIP at Ansa Assuncao’s six offices, with zero up-front costs or maintenance fees, at a lower rate than their previous provider
- ▶ Helpful calling features including Voicemail as Email and Busy Lamp Field increase productivity for traveling attorneys and office administrators
- ▶ Mobile integration allows employees to collaborate and communicate from anywhere with one number VoIP calling from any device
- ▶ On-demand audio conferencing with recording capabilities for every employee

The Result

- ▶ Lower telecom expenses, more features, better reliability and HD call quality
- ▶ Smooth implementation went off “without a hitch”
- ▶ Intuitive portal simplifies system administration so firm administrators can focus on billable work
- ▶ Simple Web interface enables users to manage call handling and other features
- ▶ Traveling attorneys can now receive voicemails as email rather than calling in and punching in a password each time
- ▶ Employees gain visibility into who’s on the phone and ease of one-touch dialing

Ansa Assuncao Builds a Case for a Better Voice Service

Like most law firms, Ansa Assuncao relies heavily on its phone system to communicate with its clients, and on their behalf. In 2015, the firm’s phone service was up for renewal. “Our provider’s renewal rates were ridiculous and we had issues on occasion when the service went down, so we decided to look for a new provider,” recalls Kristen Caldwell, Ansa Assuncao’s Firm Administrator in Philadelphia. After comparing service providers, the firm decided to move its offices over to MegaPath’s feature-rich Hosted Voice service. Ansa Assuncao now enjoys HD sound quality, industry-leading reliability, and more features than the firm’s prior solution at a much lower cost.

ANSA | ASSUNCAO LLP

Ansa Assuncao LLP is a boutique, business litigation law firm that serves as national trial counsel for a number of global organizations. The firm operates six offices located in Pennsylvania, New York, New Jersey, Maryland, Ohio and Florida, and also works with a network of local counsel nationwide.

For more information, visit:
www.ansalaw.com

MegaPath Raises the Bar on Support

“It was a very smooth implementation. MegaPath got us up and running with very minimal disruption. The process was surprisingly seamless,” recalls Caldwell. “I was very nervous because I was actually out of the office during the install, but it went off without a hitch.”

MegaPath’s voice service and customer support hasn’t disappointed. “MegaPath’s voice quality and customer service really sets them apart from our previous provider. The support staff is very prompt, efficient and friendly, and that level of service was something lacking before,” adds Joan Lewandowski, Ansa Assuncao’s Office Administrator in New York. “We also really like the ability to chat with support. When we have a questions, we can get it answered quickly through chat.”

Calling Features Add Value to Counsel & Administrators

Using MegaPath’s advanced features helps Ansa Assuncao’s attorney’s manage their calls more easily, especially while on the road. “A lot of our attorneys travel a ton and they used to have to call in for their voicemail and punch in password,” according to Lewandowski. “Now, they can simply scan their voicemails in their email inbox, quickly determine what’s urgent, and respond as needed.”

Each employee also received a conference code and leader PIN number for on-demand conferencing with recording capabilities and Outlook integration. Additionally, employees enjoy use of a Polycom VVX 500 phone, which supports Busy Lamp Field (BLF) and one-touch calling. BLF allows employees to easily identify whether another internal extension is free, while one-touch dialing eliminates the need to dial extensions. The firm has found both features to be very beneficial.

Caldwell and Lewandowski also appreciate the ease of managing the MegaPath service for employees. Within MegaPath’s Customer Portal, administrators can quickly reset passwords, set up new employees, order new equipment and manage call forwarding. In addition, staff have access to a simple-to-use Web application available on their desktops and smartphones, where users can easily change call routing and turn features on or off as needed, in just a few clicks.

“I recently had to work from home and I found it very convenient to have my office line forwarded to my cell phone,” adds Caldwell. Unlike typical call forwarding, with the MegaPath Anywhere feature, calls are routed through the employee’s Hosted Voice interface and appear to originate from the employee’s business VoIP number. Employees can make or take calls using their business VoIP number from their desk phone, conference room phone, softphone client, or smartphone.

Trusted Technology Partner

“Working with MegaPath allows us to focus on our billable work and provide better administrative support,” states Caldwell. “The voice quality is really clear and whenever we have a question, MegaPath’s staff is quick to answer.”

The MegaPath Advantage

Complete Service Portfolio

MegaPath offers a full range of voice, data, networking, security and cloud services.

Unbeatable Expertise

MegaPath has been serving businesses with innovative communications services since 1996.

Everything Included

Users and voice administrators can access free Voice training. Support is available online or by phone, anytime.