

KCNF CASE STUDY

“We’re a small law firm, and we don’t have a lot of margin for error in the services we choose. MegaPath Hosted Voice saves us \$1000 a month. I also appreciate MegaPath’s responsive customer support team. They make it clear that they really want our business. It’s a refreshing way for a company to deal with customers.”

– George Chuzi, Partner, Kalijarvi, Chuzi & Newman, P.C.

The Challenge

- ▶ Wanted improved savings and service
- ▶ Required reliable phone service with clear voice quality, conferencing support, and other advanced features
- ▶ Needed to support teleworkers

The Solution

- ▶ MegaPath Hosted Voice saved the company \$1000 per month
- ▶ MegaPath voice-optimized network voice-optimized network and voice call prioritization technology ensure clear call quality
- ▶ With MegaPath Teleworker service, remote employees can call co-workers via four-digit extension and receive forwarded or transferred calls

The Result

- ▶ The firm switched to MegaPath and began saving \$1000 a month
- ▶ The clarity of MegaPath voice calls is “much better” than with their previous VoIP provider, and the firm’s employees take full advantage of advanced features
- ▶ Clients reach the remote worker seamlessly by calling a local phone number



Kalijarvi, Chuzi & Newman, P.C. is an employment law firm in Washington, D.C. Founded in 1975, the firm has had a variety of phone service solutions over the past 35 years. The firm has twelve employees, including one partner who teleworks from Germany.

Before MegaPath, they had Voice over IP (VoIP) with another provider, but they switched in order to reduce their monthly costs and improve their customer service experience.

Cost Savings

When a salesperson showed the firm that they could save money with MegaPath, they took a close look at their invoices from the previous provider and found numerous overcharges, which resulted in months of frustrating communication.

The firm switched to MegaPath and began saving \$1000 a month. When they had a concern about their first bill, MegaPath responded immediately and credited them the next day.

Functionality

MegaPath's voice-optimized network and voice call prioritization technology ensure clear call quality. MegaPath Hosted Voice also delivers a variety of advanced features, which are easy to customize and manage through a web-based portal.

The clarity of MegaPath voice calls is "much better" than with their previous VoIP provider, and the firm's employees take full advantage of advanced features like Voicemail as Email, which makes it easy to check voicemail from home.

Teleworking

With MegaPath Teleworker service, a single remote employee can be fully integrated into the phone system. The teleworker can call coworkers via four-digit extension and receive forwarded or transferred calls.

Clients reach the partner in Germany seamlessly by calling a local phone number, and they see a local number on Caller ID when she calls them.

The MegaPath Advantage

Complete Service Portfolio

We offer a full range of business voice, data, security, and hosted IT services.

Superior Voice Quality

Our voice network achieves 99.999 percent availability, providing customers with the highest level of reliability in the industry.

Proven Expertise

We've been serving businesses with innovative communications services since 1996.

Experienced Customer Support

Our knowledgeable technical experts respond quickly and efficiently 24/7/365.