



Customer Profile: Garrison, Scott, Gamble & Rosenthal, P.C.

TeleVantage Helps a Large Class-Action Law Firm Manage Thousands of Clients while Saving Time and Money

As a successful class action law firm with two busy offices, Garrison, Scott, Gamble & Rosenthal regularly faced many large-scale challenges. Their business depended on reliable connections to many clients over a widespread area, and on keeping many people apprised of up-to-the-

Problem

- The busy law firm needed to handle a large volume of calls and communicate regularly with hundreds of clients.
- With an impending move to a larger office space, the firm needed a phone system that could easily handle the transition, without disruption to their business.
- The lawyers and support staff needed additional telephone features that would save time and improve their workflow, while continuing to provide personalized service to clients.

Solution

- Garrison, Scott, Gamble & Rosenthal chose TeleVantage, a software-based phone system that greatly increased their call handling capabilities while saving them time and money.
- TeleVantage installed easily, and provided the additional advanced features that they needed without additional cost — and with no disruption to their business.
- TeleVantage offered them a way of distributing case-related information to everyone who needed it, and of showing their dedication and concern for their clients.

Result

- Office efficiency has steadily increased, offering a dramatic savings in time and money.
- With seamless call routing, the move to the new office went smoothly, with no downtime or lost communications.
- Client satisfaction has increased with the improved distribution of case-related information, enhancing the firm's reputation for excellence.

minute developments. In addition, with a strong reputation for excellence and sincere concern for their clients, the firm needed a telephone system that would allow them to show that each individual client is very important. When a firm needs to stay in touch with hundreds or even thousands of people regularly, without sacrificing time or quality of service, choosing the right phone system is paramount.

The firm realized that their existing phone system couldn't keep up with the increasing demands placed upon it. At the same time, they were planning to move to a larger office space, and knew that they needed to remain connected with their clients without any downtime caused by the move.

Partner Romaine Scott was also eager to offer his staff the advantages of a state-of-the-art phone system, such as call recording, caller ID, and advanced call screening and routing.

TeleVantage – a Comprehensive Solution Plus Cost Savings

Before deciding on TeleVantage, the firm carefully compared the features and prices of several systems. TeleVantage quickly impressed them with the wide range of features included in the base price, and with its ease of use and installation. "We shopped around," said Scott. "Most of the standard features available with TeleVantage would have resulted in additional custom development costs elsewhere." The firm installed TeleVantage, and began saving time and money immediately.



Seamless Call Routing Made a Complex Relocation Easy

The attorneys and office staff were especially pleased with the way TeleVantage allowed them to remain connected during the move. Whenever a busy organization relocates, there is the potential for lost business and dissatisfied clients due to the disruption caused by the move, but TeleVantage kept things running smoothly. With its one-number call routing, incoming calls were transparently redirected to the attorneys' cell phones, home phones or pagers — a process so seamless that the clients never realized that their attorneys weren't answering the calls in the office. Office administrator Cheryl Thomas also used this feature to remain in constant contact between the old office space and the new one under construction. As a result, the new offices were completed on schedule and the move went off without a hitch. "I loved it," remarked Ms. Thomas. "The one-number call routing is a great feature to have, and it's simple to use."

TeleVantage Improved Efficiency, Call Handling and Client Service

TeleVantage also helped the firm manage their very large numbers of clients, saving time as well as improving service and client satisfaction. The caller ID feature allows the busy attorneys to decide which calls to accept, and which to send to voicemail for attention at another time. Similarly, they could easily prioritize voicemail messages so that critical case-related calls could be returned first and less significant calls afterwards. They quickly found that prioritizing time and information in this manner led to a much more productive work-

day. Another feature they found very helpful was computerized dialing, enabling them to dial a phone number just by clicking on it. With literally hundreds of clients to call in a single day, and many with primary and secondary contact numbers, cutting 30 seconds to a minute off each phone call yielded a dramatic time savings — and that improved the bottom line.

Equally important to the firm was keeping all the clients in a class-action suit up-to-date with the latest information, a task that could have consumed tremendous amounts of time. Again, TeleVantage offered a simple and cost-effective solution. With almost limitless expansion capabilities, each case could be given its own extension number, and the voice mailbox for that case could be updated as often as needed, providing clients with the latest information whenever they called. The firm also praised many other TeleVantage features, including the automatic call log, which proved very helpful whenever a phone number wasn't written down or had been misplaced, and the one-touch call recording, which came in handy when a large amount of information needed to be documented or referenced. Ms. Thomas expressed confidence that as the practice continues to grow, the firm will reap even more benefits from the many time- and work-saving features of TeleVantage, and that the system will remain a vital part of their ongoing success. Partner Romaine Scott concurs. "We have grown with TeleVantage," noted Scott. "With TeleVantage, the phone has become more than a necessity — it's an effective tool for doing business."

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*Romaine Scott, partner,
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