

Allworx raises the bar for Atlanta-area law firm



Karen Sides answering a call on the Allworx 9112 phone.

“The Allworx system absolutely met our expectations. With the way our network was set up, nobody misses a beat, no matter where they are or what time it is.”

Rich Abram, Partner, Abram Law Group

AS A PARTNER AT A LARGER Atlanta law firm, Rich Abram was accustomed to living on office technology’s cutting edge and he had come to depend on the many efficiencies provided by the latest technological bells and whistles. When it came time to set up his own firm, the Abram Law Group LLC in the Atlanta suburb of Dunwoody, he turned to Atlanta Networking Technology Group (ANTG) to recommend a total solution that would have his firm up and running quickly.

“One of our primary goals was to allow our people to work at home,” Rich said. “To do that, we rely on the seamless network, Allworx telephone system and terminal connections that ANTG recommended and installed.

The phones are the heart of our system. People can take them home, plug them into a network connection and access our phone system from home. It’s just like they are in the office when they speak with clients or other attorneys, and it’s just like they are in the office when they use their workstations at home.”

Abram Law Group is composed of two attorneys, two full-time legal assistants, one part-time legal assistant and one part-time bookkeeper. One week into operation, members of the firm’s clerical staff were able to work at home one or two days a week, and it’s been transparent to clients ever since.

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The Challenge

A new law firm, Abram Law Group, needed a telephone and network system that enabled greater productivity and allowed people to work at home. The firm’s founder was familiar with technology, so the system needed to provide all the latest bells and whistles to deliver workplace efficiencies.

The Solution

- Allworx 10x system
- Allworx 9112 VoIP phones

The Benefits

- Remote capability
- Voicemail through email

Industry: Legal
Size: 6 employees
Locations: 1
Remote Users: 2

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“All our clients care about is that we turn the work around quickly and correctly, and we’re doing that because our people are happy and productive,” Rich said. “In addition to working efficiently on all of our documentation, we also can manage our trust account remotely, and that’s a huge benefit for our accountant, who can manage and reconcile the account without coming into the office.”

Remote accessibility

Based on what Abram’s firm needed, ANTG recommended the Allworx 10x phone system with Allworx 9112 telephones to create the seamless environment between the office and staff members’ homes.

“It was Allworx or no works,” said ANTG’s Jeff Donelson. “Allworx was the only affordable solution that really could allow people to work at home. When we first started talking, Rich was a little

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hesitant about VoIP because of the cost. He was still at his old firm and in the planning stages when he came into our office. We did a full demonstration of all the Allworx system’s capabilities and showed him how its cost-effectiveness was a great value. Once he saw the Allworx system’s capabilities and how all the elements fit together, he gave us the green light.”

For remote use, Abram’s employees connect to the Allworx system from home – or anywhere they happen to be – through a high-speed Internet connection. Two simple settings on

the Allworx 9112 phones were all that were required to make each phone fully operational with the Allworx 10x base unit in the law firm’s office.

Remotely, law firm employees can use their Allworx 9112 phones to receive calls through their office phone number or call attendant, use the intercom feature, access the main office’s local phone lines without any additional VPN or VoIP license and access all other main phone functions. They literally have all the capabilities that are available at the office. The phones can interface with analog and digital phones, and users can participate in three-way conference calls using IP phones plugged into the network. Employees enjoy full messaging capabilities, including the ability to hear voicemail through Outlook.

On-target technology

“Whenever we introduce new technology to a client, we look to answer three key questions,” Jeff added. “Do they understand the technology? Do they need the technology? Do they value the technology?”

Abram hardly needed an introduction. “Rich was a pleasure to work with. He had already identified the benefits he wanted the technology to provide,

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The Allworx 10x and VoIP Phones





The Allworx 10x is the hub of Abram Law Group's technical infrastructure, providing protection and networking capabilities.

so he was receptive to our Allworx recommendation, and he was willing to invest in it because he knew the value," Jeff continued. "We knew we had their confidence and trust, and we delivered. The staff was wonderful – very cooperative throughout the entire process."

Once the firm selected the Allworx system, everything else fell into place. ANTG recommended Microsoft's Small Business 2003 operating system for the server because it came bundled with the Exchange server with full Outlook capabilities. It also recommended the Microsoft XP Professional operating system and Office 2003 software on the workstations.

Abram filled out his system with HP workstations operated through a Dell server, Trend Micro anti-spam software and a Xerox network printer and copier. Two desktop scanners were also installed. Everything sits behind the Allworx system's firewall, affording complete protection, and leveraging Allworx' built in networking capabilities.

Greater flexibility and productivity

For the Abram Law Group, life on the cutting edge of technology has resulted in a smooth, fast ride for everyone.



The flexibility of the Allworx system allows Rich Abram to work at home or the office without any obstacles.

"We still have some new things to try, but we're humming along really well," Rich said. "The Allworx system absolutely met our expectations. With the way our network was set up, nobody misses a beat, no matter where he or she is or what time it is. Our staff really loves the remote capability because it gives them great flexibility. They can get their work done at night when we have time crunches and still manage the rest of their lives, and that helps them be more productive." ■

Company Profile

Founded in 2006, The Abram Law Group LLC provides legal expertise to local and national real estate development companies, home builders, and institutional lenders. The firm deals primarily with commercial real estate transactions which involve land acquisitions, development matters and related financing. The firm is located in Dunwoody, Georgia, an Atlanta suburb.

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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

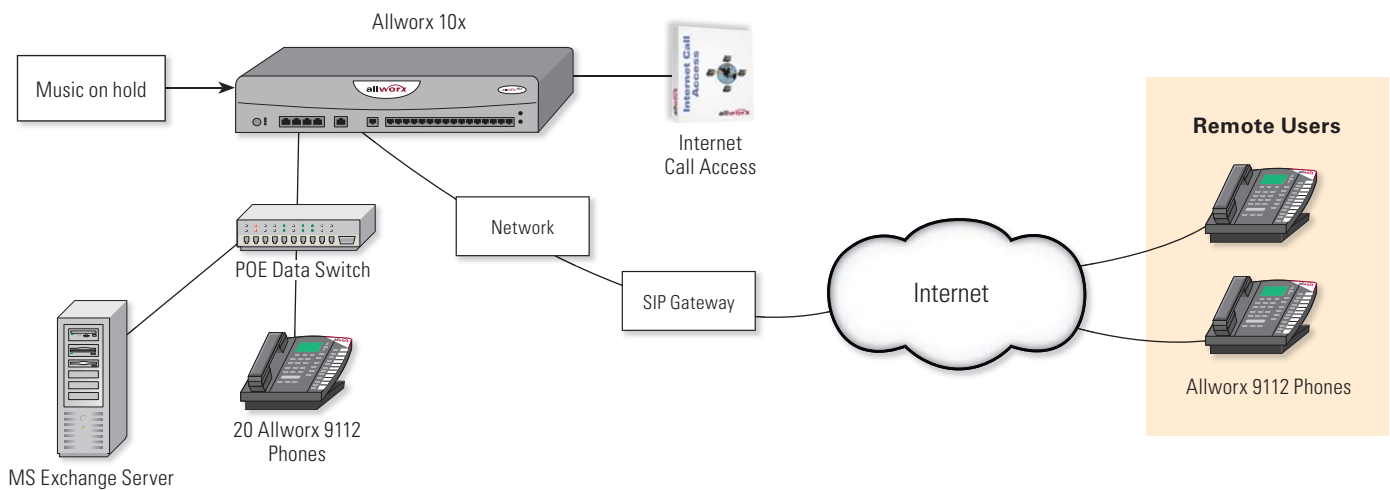
business growth. The configuration shown here was designed especially for Abram Law Group LLC, satisfying their current needs and building a solid platform for tomorrow's expansion.

Abram Law Group LLC - system components

Phone system	Network server	Advanced features	Options
<input type="checkbox"/> Analog phones*	<input type="checkbox"/> Automated backup	<input type="checkbox"/> Allworx Call Assistant™	<input type="checkbox"/> Analog station gateways
<input type="checkbox"/> Auto attendants	<input checked="" 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 checked="" type="checkbox"/> Mirrored disk/USB
<input 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 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 checked="" type="checkbox"/> T1/PRI gateway
<input checked="" type="checkbox"/> Remote users	<input checked="" type="checkbox"/> MS Outlook Compatibility		<input checked="" type="checkbox"/> Uninterruptible power source*
<input checked="" type="checkbox"/> Unified messaging	<input type="checkbox"/> Multi-site: _____		
<input checked="" type="checkbox"/> Voice over Internet	<input checked="" 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 type="checkbox"/> Web server		

* Integrated from previous non-Allworx communication systems.

Abram Law Group LLC - Allworx 10x Configuration



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.

This system was installed and is supported by an Authorized Allworx Reseller.

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