



vCom Success Story - Duane Morris

BACKGROUND

Duane Morris, one of the 100 largest law firms in the U.S. with more than 700 attorneys, is frequently cited as among the best law firms in successfully using technology. Having tripled in size over the past 12 years, Duane Morris's communication technology is particularly critical to its performance. Hundreds of lawyers working around the globe communicate and collaborate using the firm's integrated network, accessing sophisticated software, information-rich databases, and other knowledge-sharing tools.

When Duane Morris acquired California-based Hancock, Rothert and Bunshoft, it inherited contracts with vCom. It was not long before that one regional agreement turned into a partnership in the ongoing management of Duane Morris' telecom environment nationally.

THE CHALLENGE

Prior to vCom, Duane Morris was managing a telecom environment that stretched across multiple offices, various technology products and numerous carriers. Its network infrastructure was constantly expanding due to both acquisitions and organic growth. The team dealt with multiple Tier 1 and Tier 2 carriers, received more than 150 invoices on a monthly basis, and had multiple support teams and numbers to contact for trouble or order management. Ordering, supporting, and reconciling telecom services at each office was a challenge, even to an experienced IT team of Duane Morris' caliber. Countless hours were spent GL coding invoices each month.



Duane Morris[®]

Challenge

- Manage a multi-site and multi-carrier network infrastructure
- Maintain visibility of telecom spend and inventory
- Manage 150+ monthly carrier invoices, including GL coding and A/P Posting

Solution

- Move telecom services under vCom's management
- Leverage vManager for the ongoing operational and accounting management of spend and inventory
- Identify and pursue further areas of savings

Benefits

- A single invoice for all offices, carriers and products
- A single support team nationwide
- Savings in cost, time, and ongoing management
- Measurable improvement in service and support
- Automated processes that save days of labor each month



THE TRANSFORMATION

When Duane Morris acquired Hancock Rothert & Bunshoft, it wasn't looking for alternate telecom resources, but it acquired vCom contractually through HRB. Shortly after a seamless move in one of Duane Morris' offices, vCom began a close partnership with Duane Morris' CIO, John Sroka, Amy Silvestri, the Telecom Manager, and their team of capable IT professionals.

vCom reviewed Duane Morris' carrier invoices and developed a site-by-site migration plan to implement new local and long distance services. vCom worked with Silvestri and her team to roll out the new services with minimal disruption or user impact. "Once I started working with them, I realized vCom's service is far superior to what I have experienced in dealing with carriers directly over the past 12 years," said Silvestri. The next project involved working with Silvestri to integrate a cloud-based disaster recovery system across the enterprise.



"Not only do we know exactly what services we have across the enterprise, and what our cost truly is; now we press one button a month rather than sorting through pages of bills."

*John Sroka
CIO*



At the same time, Silvestri provided a list of GL codes which vCom used to code Duane Morris' inventory in vManager, vCom's SaaS platform. This allowed for automation of cost allocation, charge back, and A/P posting directly into the firm's accounting software, Elite, saving hours of manual work each month.

"It helps us greatly streamline our own administrative process and handle far more work with the same resources," says Sroka. "We also know exactly what services we have across the enterprise, and what our cost truly is."



THE RESULTS

Rather than dealing with multiple carriers across different locations or products, Duane Morris now works with one team who handles all their carriers for them. Whether it's design and procurement, implementation, or the consolidation of hundreds of bills into one invoice for its entire enterprise; the soft savings associated with this simplicity continue to grow. "Once vManager was implemented, we literally started pressing a single button each month rather than sorting through and coding pages and pages of bills," Silvestri said. "The process is quicker for our telecom group as well as accounting."

"The cloud-based software solution provides comprehensive visibility and control over our telecom environment and spend, and it gives us a unique understanding of our own tolerance for downtime, redundancy and uptime across our network" adds Sroka. "This capability not only helps the firm run more efficiently on a daily basis, but provides needed simplicity and support for expansion projects to new offices and locations."



"vCom's service is far superior to what I have experienced in dealing with carriers directly over the past 12 years."

*Amy Silvestri,
Telecom Manager*

About vCom Solutions

vCom Solutions revolutionizes the way enterprises manage their entire telecom lifecycle. vCom customers gain control over inventory, expenses and carrier relationships, achieving better business intelligence that drives profitability. vCom's Telecom Management as a Service (TMaaS) solution includes a suite of cloud-based telecom management software tools, complemented by a full portfolio of professional services.

For more information, visit www.vcomsolutions.com



HEADQUARTERS
12657 Alcosta Blvd, Suite 418
San Ramon, CA 94583

Main: 800-804-VCOM
Direct: 925-244-1800