



We manage Duane Morris' technology so they can focus on their clients.



## Background

Duane Morris is one of the 100 largest law firms in the U.S. with more than 750 attorneys worldwide. Having tripled in size over the span of a decade, Duane Morris is frequently cited among the best law firms for successfully using technology to solve business and legal problems. Throughout its global expansion, Duane Morris has remained committed to preserving its collegial and collaborative culture among its talented attorneys by relying on a robust technology infrastructure that has become particularly critical to its performance.

*"vCom's 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."*

**John Sroka** - CIO

## Challenge

Prior to vCom, Duane Morris was managing a technology environment that stretched across multiple offices, various technology products and numerous carriers. Their network infrastructure was constantly expanding due to a combination of 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 to contact for trouble or order management. In addition, countless hours were spent GL coding invoices each month.

### Challenge

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

### Solution

- Move services under vCom management
- Leverage vManager for operational and accounting management of spend
- Manage migration to new technology

### Benefits

- A single invoice for all offices, carriers and products
- A single support team nationwide
- Automated processes that save days of labor each month

# By the Numbers

Largest Law Firms  
in the US

#65

Locations Under  
Management

29

Attorneys  
Worldwide

750

Annual  
Revenue

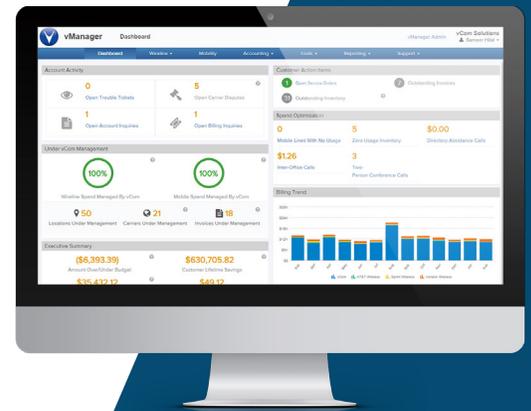
\$435M

## Transformation

Duane Morris began a partnership with vCom in 2004. vCom reviewed Duane Morris' carrier invoices and developed a customized migration plan to implement new, local and long distance services – **reducing 150+ invoices to only one**. vCom worked with CIO John Sroka and his team to roll out new services with minimal disruption. In 2014, vCom worked with Duane Morris' IT team to once again migrate all TDM-based infrastructure to SIP trunking as part of a global UC migration, implementing the latest technologies across all US offices. vCom then worked with the IT team to apply Duane Morris' GL Codes against inventory in vManager, vCom's SaaS platform. The system automates cost allocation, charge back, and A/P posting directly into the firm's accounting software – **saving hours of manual work each month**. vCom also collaborated with Duane's CEO and team to load all mobile spend in the software, automate user notification, and provide monthly optimization reporting and recommendations.

## Results

Rather than dealing with multiple carriers, Duane Morris now works with one team. Whether it's design, procurement, implementation, or the consolidation of hundreds of bills into one invoice for its entire enterprise; the cost 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. The process is quicker for our telecom group as well as accounting," Duane Morris' telecom manager said. "vCom helps us greatly streamline our own process and handle far more work with the same resources. We also know exactly what services we have across the enterprise, and what our cost truly is," adds Sroka. "This capability helps the firm run more efficiently on a daily basis, and provides needed simplicity and support for expansion projects to new offices and locations."



"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."

**Amy Silvestri** - Telecom Manager

## About vCom

We're revolutionizing how technology expenses are managed. We've been leading this quiet revolution for 15 years, delivering the products, platform, and people to manage our customers' business technology and deliver visibility, control, and cost savings.



For more information,  
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