



Success Summary

Law Sector

Sneed, Vine, & Perry



>>> A CSM White Paper

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Sneed, Vine, & Perry



Challenge:

Concurrent with an office move, the firm desired to replace their aging communications platform

Solution:

ShoreGear 220 T-1A with ShorePhone models: IP115, IP230, IP 265, and IP 655

Benefits:

Wide acceptance and use of the brilliantly simple ShoreTel platform contributes to increased productivity

Sneed, Vine, and Perry is one of the most respected law firms in the Texas Capital area. With a wide breadth of practice ranging from banking, family, insurance, real estate, and probate (among others), the attorneys at Sneed, Vine, and Perry are known as the most experienced in the State.

With an impending move, the firm decided that it was time to replace the old, discontinued Nortel equipment with a product that was not only cutting edge, but also tested and satisfied the resiliency requirements of 99.999% uptime, the coveted “five 9s.”

Sandra Krieger, the firm’s office manager stated:

“The last time we did a major upgrade to the telephone system, we were down for three days. That could not happen again.”

CSM and ShoreTel staff performed an onsite demonstration of the ShoreTel system, focusing on the resiliency of the product, the features and functionality of the ShoreTel Communicator, and the ability for staff to perform their own moves, adds, or changes to the system.

With assistance from their consultant, Charles Athanas, Sneed, Vine, and Perry chose the ShoreTel solution. A mix of telephones were decided on, spanning from the basic IP115 for break and kitchen areas to the touch-screen IP655 for the firm’s main conference room.

Installation took place over the Christmas and New Year’s holidays with the system going live on January 3rd.

“CSM made the transition as smooth as possible. Their staff were courteous, professional, but most important knowledgeable. The ShoreTel system is exactly what we were looking for and was clearly the only choice for our telecommunication needs.”



The Process

After determining their goals, Sneed, Vine, and Perry decided to start the investigation. The firm actually only saw one product demonstration- the ShoreTel. Once the simplicity and functionality of the system was shown and the consultant gave his recommendation, there was no need to look at other products.

A Trusted Vender

Further, because CSM was able to convey our vast experience working with VoIP networks, the partners were comfortable with their choice of vendor as well as the manufacturer. Again, a word from Sandra Krieger:

“As we all know, even if a company purchases the best equipment, it all comes down to implementation. CSM was up to the challenge and succeeded.”

Dollar Multiplication

Finally, not only did the ShoreTel satisfy the technology requirements, but the fact that ShoreTel’s research and development center is located in Austin was a major deciding factor.

“Supporting the local economy is important. As an Austin based corporation, we were really looking to multiply the economic impact of our decisions during the move. With ShoreTel’s R&D headquartered here, it was the icing on the cake.”

