



It's Back to Business as Usual for COBLENTZ, PATCH, DUFFY & BASS LLP

VCOM Facilitates Relocation of Large Bay Area Law Firm - August 2003

For over 100 years, Coblentz, Patch, Duffy & Bass (CPDB) has provided groundbreaking and wide-ranging legal services in the San Francisco Bay Area. A results-driven firm, CPDB knows the benefits that excellent service and support can bring to the bottom line. In August 2003, CPDB relocated to a new office, and requiring a flawless transition, they turned to VCOM to handle all their telecommunication services.

At VCOM Solutions, we comprehend the needs that clients like CPDB encounter when managing their telecommunication services. Often undertaking prominent cases for accounting companies in the Big Five, CPDB needed minimal disruption in up time, consolidation and timeliness, when they relocated last year. Having seamlessly migrated to VCOM's long distance and conferencing platforms earlier in the year, CPDB was confident in VCOM's ability to handle the transition effectively. VCOM Solutions provided the firm with an easy transition including: minimal down time, maintenance of existing telephone and fax numbers, cost savings, and service consolidation, which resulted in a successful start at their new prestigious San Francisco Ferry Building offices.

VCOM focused on simplifying CPDB's ongoing management of communication services; reducing the cost of traditional voice, Internet and data solutions, while maintaining "Bell" reliability; and consolidating vendor bills into one for all their communication needs. VCOM implemented digital services through multiple carrier backbones for redundant and fault tolerant access to dial tone. VCOM also implemented network access to a Tier 1 National Internet Service Provider (ISP) backbone for Internet access. VCOM's experienced project management team facilitated the deployment and extensive testing of carrier services in advance, and worked around the clock to ensure a smooth, after-hour transition of services to the new location. Furthermore, VCOM's design and implementation network engineers worked with CPDB's phone system vendor to design and deploy a state-of-the-art Voice Over IP (VoIP) Wide Area Network (WAN) solution to support CPDB's second office in Orinda, CA.

With over 50 attorneys, Coblentz is faced with the challenge of providing their employees with access to state-of-the-art telecom services, while keeping communication transactions separate at the case level. VCOM provides CPDB the latest in conferencing technology, allowing them to reach out to clients and business partners on a broad scale, without holding physical meetings. VCOM's Conferencing Solution helps speed decision making by quickly bringing together all stakeholders with the option to record and archive meetings for later playback. This solution also provides accurate and timely billing by client and case matter, which is valuable for bill back in the legal industry.

Bill Lundy, Manager of Information Technology at CPDB, described VCOM's indispensable support during their move: "VCOM was instrumental in assisting the Coblentz, Patch, Duffy & Bass, LLP IT staff with the smooth and prompt transition of our existing telecom services to our new offices at San Francisco's historic Ferry Building. In addition to analyzing the firm's needs currently and into the near future, VCOM personnel were with us every step of the way to see that there was no interruption in our telecom services and to deal with any issues that arose following cutover to the new location."

"Firms like CPDB are well aware of the effort required to properly manage telecommunication services and costs," said Sameer Hilal, COO of VCOM Solutions. "VCOM is delighted that a firm like Coblentz, Patch, Duffy & Bass, with its own strict internal controls and processes, recognized VCOM's standard of excellence and integrity. The combination of our technology and experienced team make us a great fit for CPDB."