

Hand Arendall Harrison Sale LLC Settles IT Issues with vCom Solutions

Hand Arendall Harrison Sale LLC partnered with vCom Solutions to streamline its circuit management and billing processes, achieving significant time savings and enhanced operational efficiency.



BACKGROUND

Hand Arendall Harrison Sale LLC is a well-established law firm in Alabama and Florida that provides comprehensive legal services in various practice areas, including business litigation, real estate, and healthcare law.

“They give me quality service, a great business model, a great business solution, and they give me quality people who actually care and take the time to make sure they understand my needs.”

MELVIN EVANS
HAND ARENDALL HARRISON SALE LLC,
CIO

CHALLENGES

Managing circuits across multiple states was a significant challenge for Melvin Evans, the CIO at Hand Arendall Harrison Sale LLC. With approximately 23 circuits spread across their Alabama and Florida offices, Evans was personally responsible for overseeing the entire process, from placing orders to negotiating contracts and managing relationships with multiple internet service providers (ISPs). This was time-consuming and often inefficient.

In particular, the firm faced difficulties with sourcing the best carriers, especially in rural or less-served areas where some of their offices were located. Evans frequently encountered limited options when searching for service providers, as many carriers did not advertise their availability in these regions. Additionally, managing invoices became a burden, with issues like double payments and missed bills affecting the firm's operational efficiency. The lack of a streamlined, centralized system for managing circuits and billing created unnecessary complexity, diverting time and resources away from strategic IT initiatives.



IT Under Management

- 23 circuits

Challenges

- Circuits and contracts across multiple offices in two states
- Difficulty sourcing reliable carriers in rural areas
- Complicated billing processes causing missed invoices and duplicate payments

Impact

- vCom provided access to a wider pool of service providers with better pricing and reliability
- Streamlined billing through vCom's system, eliminating errors and delays
- Freed up IT team to focus on strategic goals instead of administrative tasks

SOLUTION

vCom Solutions provided a comprehensive solution that alleviated the firm's circuit management and billing burdens. By leveraging vCom's vendor-agnostic platform, Hand Arendall Harrison Sale LLC was able to tap into a broader pool of service providers, some of which Evans was not previously aware of. This expanded network not only offered better pricing but also provided access to more reliable service options in rural areas, improving the firm's overall connectivity.

Furthermore, vCom handled all aspects of billing management, integrating the firm's circuit and provider data into their system. This eliminated mistakes such as double payments and missed invoices, simplifying the firm's financial processes. With vCom's support, the firm could now automate and streamline invoicing, ensuring accuracy and timeliness. This change significantly reduced administrative overhead, allowing Evans and his team to focus on strategic IT goals rather than getting bogged down in the logistics of circuit management and billing.

RESULTS

Through vCom's intervention, Hand Arendall Harrison Sale LLC achieved substantial improvements in both cost and operational efficiency. The firm not only saved time by eliminating manual billing processes but also benefited from better contract management and optimized circuit sourcing, especially in underserved areas. By centralizing the management of their circuits and invoices, the firm reduced errors and avoided costly delays.

- ✓ Wider pool of reliable service providers
- ✓ Streamlined and consolidated invoice paying system
- ✓ Gave back substantial time to IT team

Additionally, Evans reported significant time savings, allowing his team to focus more on enhancing IT services for the firm rather than being bogged down with paperwork and negotiations.