

Laughlin, Falbo, Levi, & Moresi Files a Victory for Telecom Efficiency

Laughlin, Falbo, Levi, Moresi improved telecom efficiency and saved \$75,000 annually by partnering with vCom, leading to streamlined services, SD-WAN implementation, and enhanced operational control.



LAUGHLIN, FALBO
LEVY & MORESI LLP

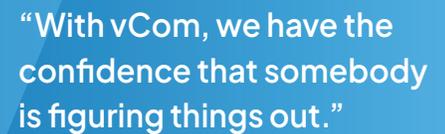
BACKGROUND

Laughlin, Falbo, Levi, & Moresi LLP (LFLM) is a top California law firm specializing in civil litigation and business law. Known for handling complex legal matters, LFLM serves businesses, individuals, and insurance companies, offering expertise in employment law, construction law, and professional liability.

CHALLENGE

Laughlin, Falbo, Levi, Moresi (LFLM), a well-established law firm with 12 offices and 290 employees across 18 locations, faced multiple challenges with their telecom management. Their telecom system was built on an outdated agreement that included a \$25,000 spend commitment, which they were unable to fully utilize, leading to wasted resources. Managing telecom services across various offices required dealing with multiple vendors, creating significant administrative overhead and time-consuming interactions. This decentralized approach not only consumed valuable time but also hindered efficient decision-making.

Without a unified, systematic process to evaluate and optimize telecom services, LFLM faced potential inefficiencies, including the risk of overspending on underused services. Integrating new technologies was difficult due to the lack of a cohesive strategy, further contributing to the firm's telecom management struggles. The dispersed nature of their offices, combined with a small IT team, made it increasingly difficult to maintain visibility and control over telecom expenses, services, and contracts. As a result, the firm's ability to ensure cost-effective and streamlined operations was compromised, creating an urgent need for a more centralized and efficient telecom management solution.



“With vCom, we have the confidence that somebody is figuring things out.”

PAUL CASSINETTO
LFLM
DIRECTOR OF IT



IT Under Management

- 27 circuits
- 100 devices

Challenges

- Outdated telecom contract with underused \$25,000 commitment
- Time-consuming vendor interactions for telecom services
- Limited visibility and control

Impact

- SD-WAN and voice optimization saved \$75,000 annually
- Consolidating telecom services simplified billing and procurement
- Flexible model enabled scalable telecom management for long-term success

SOLUTION

vCom proposed a comprehensive solution to address LFLM's telecom management challenges. Together, LFLM and vCom renegotiated their commitment to a more reasonable \$15,000, aligning it with their actual usage and needs. LFLM also took advantage of vCom's end-to-end management of their telecom services, including procurement, optimization, and ongoing support, eliminating the need for LFLM to interact with multiple vendors. The engagement model was flexible, allowing LFLM to start with specific projects, such as SD-WAN implementation, which was initiated after their attendance at a vCom-hosted seminar focused on "buzzword education" about new technologies. This revamped partnership enabled LFLM to scale gradually in line with their evolving needs, allowing them to leverage vCom's expertise across various telecom domains, including Network, Expense Management, SD-WAN Procurement, UCaaS, and eventually Mobile and Cloud Strategy.

RESULTS

The partnership between LFLM and vCom resulted in \$75,000 in annual savings through SD-WAN and voice service optimization. By consolidating telecom services onto a single platform, vCom also simplified billing and procurement, freeing up LFLM's accounting and IT teams for more strategic work.

- ✔ Circuits under management: 27
- ✔ Annual savings: \$75,000
- ✔ Streamlined telecom operations cut administrative overhead and enabled scalable solutions for long-term success.

Building on these successes, LFLM began exploring further improvements to their IT infrastructure with vCom. The streamlined telecom operations reduced administrative burdens while enhancing control over telecom expenses. vCom's flexible engagement model allowed LFLM to scale their solutions as needed, adapting to the firm's evolving business goals. This progressive approach ensured long-term value for LFLM and positioned the firm for continued success in optimizing their technology management.

"With vCom, we have the confidence that somebody is figuring things out. Getting updates in a timely fashion to keep my team informed makes things easier for me so I can focus on other projects," says Paul Cassinetto, LFLM's Director of IT.

