



ROSEN LAW FIRM

Lee Rosen is a family law attorney in North Carolina with offices located throughout the state. He and his employees at **Rosen Law** use Vonage Business Communications as their hosted phone service solution to work from anywhere broadband is available while still providing their clients with high-quality phone calls.

EASY AND AFFORDABLE:

Reduced Phone
Costs By Half

BOOST EFFICIENCY:

Increased Reporting
and Training Functions

CONNECTIVITY:

Improved Employee
Work/Life Balance

vonage.com



ROSEN LAW FIRM
NORTH CAROLINA
DIVORCE

Cloud-Hosted Savings with Fewer IT Needs

A few years ago, Rosen Law was using an on-premise solution. Their Windows® servers had all the issues that come with an on-site setup: fees associated with an IT specialist, space limitations, energy bills and frequent hassles with system changes. Not only did they have to pay a technician to come to the office to make changes to the system — per server — they also had to pay support fees to their phone service provider, which was an entirely separate fee from the phone connection.

"One day's worth of call recording pays for [our phone service] for a year – literally – by taking an employee and improving their skills over the course of just one day."

- Lee Rosen

Family Law Attorney
Rosen Law Firm

Efficient, Economical and Easy

Switching to Vonage was nearly seamless. The firm chose metered extensions for the conference room, unlimited extensions for the majority of employee phones and virtual extensions for remote employees.

The management of Vonage Business Communications was delegated to an administrative assistant. When employees have a question about customizing their extension or using a feature, this person is able to teach the rest of staff about the system quickly and easily. And the online portal is no harder than playing an online game.

RESULTS

Call Recording Makes Training Easy and Affordable

Rosen Law's has slashed phone costs in half. The firm uses the Call Recording: Company-Wide service to train new hires and current employees to identify what does and does not work during phone calls.

"Company call recording is a feature that goes straight to the bottom line," said family attorney Lee Rosen. "We can listen to those calls, talk to employees and watch them improve moment by moment. One day's worth of call recording pays for [our phone service] for a year – literally – by taking an employee and improving their skills over the course of just one day."

Easy Customization and Top-notch Customer Care

It's now easy for Rosen Law's employees to log in to make changes to their voicemail, "**Never Miss a Call**" settings and more. For complex issues, Vonage Customer Care talks end-users through problems and gets them back on track.

Connecting Offices Across Around the Globe

Rosen Law's users often work remotely, and say that using the mobile app and softphones help them stay connected even when they're halfway across the world, with excellent clarity from Spain, Alaska, Argentina and Egypt. When the firm's managing attorney moved to another state, they were able to keep her on – an HR capability that couldn't have been possible with a traditional phone system.

"It's one thing to work remotely with a cell phone," said Rosen. "It's an entirely different thing to have your computer and phone built into one device. It makes you feel like you're at the office with your normal tools in front of you."



Vonage is redefining business communications once again. We're making communications more flexible, intelligent, and personal, to help enterprises the world over, stay ahead. We provide unified communications, contact centers, and programmable communications APIs, built on the world's most flexible cloud communications platform.