

LOCATIONS: 1 Main Office in
Downtown New York City

USERS: 75

INDUSTRY: Legal Services

SOLUTIONS: MPVEX PBX in
the CLOUD, MPVEX Call Center,
MPVEX Faxboxes, MPVEX FMFM
and MPVEX Mobility



Barasch McGarry Salzman & Penson fights for the rights of the WTC 9/11 first responders with MPVEX making every call count



CASE STUDY

IN BRIEF

PAIN POINTS

- Aging PBX and Phones
- Bad Call Quality
- Poor Vendor Service
- No Reliability
- Constant Outages

GOAL

- Quickly Remove Vendor
- Install PBX in the CLOUD
- Simplify All IP Routing
- Solve Support Issues
- Lower Costs

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SNAPSHOT

Barasch & McGarry has a unique insight into the application and claims process for the James Zadroga 9/11 Health and Compensation Fund. They have decades of experience representing New York City firefighters injured in the line of duty, ensuring that they get the disability and pension benefits they deserve. After the attacks of September 11, 2001, their practice naturally evolved to include obtaining maximum compensation from the 9/11 Victim Compensation Fund for their clients. Barasch & McGarry want every person injured by the attacks and their aftermath to get the compensation and healthcare they deserve.

SOLUTION

Barasch & McGarry, located in downtown New York City, decided to move all their users from their premised based PBX to a hosted PBX provider. This decision proved to be a nightmare as many of the promises were never realized and their previous reliable phone system was gone and now, they had a major concern. "We regrettably changed our system to Mitel Hosted VoIP. Well it was actually ShoreTel but they were bought out by Mitel after we signed. Within the first 2 weeks of going live it was nothing but problems." said IT Director Raul Diaz.

Metropark's Voice Exchange seemed like a natural solution for Diaz after he worked with two smaller MPVEX PBX in the CLOUD customers located very close to Barasch & McGarry. "Within days of setting them up I knew how good, easy and reliable the MPVEX system was. I was sold!" The new decision was to legally sever the contract with the poor performing vendor and move their 75 users over to Metropark's Voice Exchange (MPVEX) PBX in the CLOUD. Metropark pushed every part of the project quickly since lost and poor-quality calls were continuing constantly for the firm.

Upon cutover from Mitel to MPVEX Diaz said, "Ben did an incredible job in helping fast track the sales process. Rick, as always was just full of knowledge and insight in helping with the setup. Ted was absolutely a rock star in helping me implement and configure all the phones in such a small amount of time. Sarah helped by getting us some quick porting dates. Bottom line I want to say Thank you again to the entire team in helping us come back smoothly and quickly!"

