

LOCATIONS: HQ in St. Louis and branch offices in Kansas City, specializing in compliance and collection services.

USERS: 60

INDUSTRY: Legal Services

SOLUTIONS: MPVEX PBX in the CLOUD, AT&T Fiber Internet, Metropark VCP Consolidated Billing & Management



Metropark

World Renowned Collection Law Firm Kramer & Frank P.C. Greatly Improves Communication Systems and Infrastructure With Metropark's Voice Exchange and Fiber Network



CASE STUDY

IN BRIEF

PAIN POINTS

- System Malfunctions
- Aging Equipment
- Rising Costs
- Limited and No Support
- Ongoing Issues & Outages

GOAL

- Install PBX in the CLOUD
- Install Fiber Network
- Tie K&F Database To Phones
- Reduce Costs By 20%
- Consolidate Billing

SNAPSHOT

Kramer & Frank is a full-service creditors'-rights law firm. They handle claims from charge-off to satisfaction of the judgment, and all stages in between. They represent businesses of all types and sizes, ranging from national banks to local medical offices. Their focus is on the business, specifically the business's accounts receivable. If a business has customers who are slow-pay or no-pay, Kramer & Frank P.C. excels. If a business has customers who have defaulted and will not surrender the collateral, Kramer & Frank P.C. excels. They also specialize with foreclosing a mortgage or deed of trust, and contractor lien protection.

SOLUTION

Even though they had invested a small fortune with a legacy Cisco Telephony solution, Kramer & Frank was experiencing many chronic issues from faulty routing to disastrous outages. Downtime on vital components became the norm. The IT and Communications teams inside Kramer & Frank decided to learn about other options and after several months searching, they chose Metropark's Voice Exchange (MPVEX) as it would solve all of their existing lingering issues, reduce their monthly costs by 20%, and be able to integrate with their existing collections software. With MPVEX, the inbound caller call data is shared with Kramer & Franks database and then routes the call to the correct lawyer working on the account. This ensures that the caller is handled quickly and increases vital collection rates.

To fulfill the network requirements, Metropark installed an AT&T Fiber network between St. Louis and Kansas City which significantly improved their network and existing Internet. Before Metropark, Kramer & Frank needed many different old vendors to provide a solution which had continuing issues.

Since they moved to Metropark, Kramer & Frank have a greatly improved solution which includes Metropark's Vendor Consolidation Program allowing them to receive only one monthly invoice for all the services consolidated and managed by Metropark giving Kramer & Frank a very simplified "one vendor to call" solution.



"Our experience with Metropark has continued to exceed expectations. From sales to post-installation support, they have been quick to respond and eager to resolve any issues that we have had"

Gregory Midgett
Kramer & Frank IT Systems

www.metropark.com