

Think ADTRAN. Think Success.



NetVanta 7100 Makes Start-up a Breeze for Law Firm

The Challenge

A new law firm needed a robust, easy-to-use full-function phone system that allows for growth, enhanced productivity, and quick turn-up.

The Solution

The ADTRAN® NetVanta® 7100 next-generation IP Telephony system was selected. This system delivers converged IP voice and data network solutions in a single, easy-to-use platform that can be deployed in a matter of hours.

The Benefit

Burke, Harvey and Frankowski, LLC. was able to get their law office up and running with a converged voice and data network, quickly and economically. The NetVanta 7100 has met all of their needs and has even provided some new capabilities allowing for increased productivity for staff members.

For the partners of Burke, Harvey & Frankowski, LLC., establishing a new law firm was easy, but becoming operational was a little more complicated. Finding new office space and purchasing new equipment were just the first steps in the process. For attorneys, time is money and time can't be billed without network essentials like phone service, computers and Internet access.

Firm Administrator, Emily Debruge knows the pain of starting a business from scratch all too well. She was given the responsibility of taking care of the details to get the business running – as quickly as possible. With lease in hand and electricity secured, she realized that those things just scratched the surface of her to-do list. Phones, Internet connectivity and a computer network were at the top of the list, to get the attorneys working and productive.

“The first company I talked with said it would be a minimum of 30 days to install a voice/data network. Also, their quote was only for computer hardware,” she said.

Knowing that they had to get things operational fast, Debruge started looking for a different solutions provider and became associated with Ed Hyde of Hyde's Business Services, Inc. Hyde's is a full-service systems integrator and ADTRAN Authorized Reseller for the NetVanta 7100. He was able to provide the new law firm with everything they needed for voice, data and Internet connectivity.

“We called Ed Hyde. Ed was able to help me determine what we needed long term, and he also developed an interim plan that got us up and running. Once the equipment arrived, we went from nothing to being connected in just a matter of hours. Hyde's submitted a bid for our

voice and data networks, including computers and phones, and was significantly less than the competitor's bid for just the computer hardware,” said Debruge.

“Once I met Ed, I did not have to worry about the phone and computers any more. Our networks were handled,” said Debruge. “We needed a system that would grow with us and not have to be replaced a year or two down the road as our firm grows.”

Ed selected ADTRAN's NetVanta 7100 as a complete voice/data/Internet solution for the

law firm. The NetVanta 7100 offers everything needed for voice, data and Internet connectivity, including VPN and firewall for added security. The NetVanta 7100's remote management capability makes troubleshooting or configuration changes easy for both Hyde and the law firm. DeBruge cited a recent example where the firm needed to be able to disable the auto attendant for a day due to expected responses from an ad the firm had placed in a newspaper. “One phone call to Ed was all it took and it was done,” said Debruge. “I was

impressed that they didn't have to send anyone to our office.”

“I really like the single point of contact for support. Using Hyde's as our solutions provider, I can call them up and tell them something needs to be fixed and it's done,” said Debruge. “They (Hyde's Business Services, Inc.) can solve problems remotely, which makes things even easier for me. Ed and his staff have been very valuable for us.”

“The NetVanta 7100 allowed us to get things up quicker compared to other multi-product solutions,” said Hyde. “There are usually at least three separate systems that must be installed and configured. With the NetVanta 7100 there is only one and that makes installation and configuration a lot easier. We truly have only one system to manage. That is the real value of the NetVanta 7100 from both our perspective, and the customer's perspective.”

*Ed Hyde
President
Hyde's Business
Services, Inc.*



NetVanta 7100

ADTRAN®

Smart
Solutions
for a
Connected
World.



Hyde's Business Services, Inc. is a communications systems integrator since 1994. We work with clients of all sizes among many different industries.

We assist our clients with sales, service and maintenance in three primary areas:

- Voice communications hardware and software
- Network hardware and software
- Structured cabling and wireless infrastructure

Project management and move management is an integral part of what we do.



NetVanta 7100

- IP PBX (up to 50 SIP phones)
- Supports analog phones, fax, modem
- Internal voice mail (12 hours, eight ports)
- Multi-level auto attendant
- Analog, T1, or PRI trunks
- DSL/Cable Ethernet WAN interface
- Includes 24 port Power over Ethernet Switch (802.3af)
- Integrated IP router
- Layer 2 and Layer 3 QoS support
- Stateful inspection firewall
- VPN (50 tunnels)
- DSU/CSU
- Web GUI

Debruge explained that when Hyde delivered the NetVanta® 7100, it already had voice mail configured and greetings for each of the users. This made it extremely easy for the office to get up and running.

A Wealth of Capabilities for Both Now and the Future

Hyde explained that the NetVanta 7100 offers this group of attorneys a wealth of telephony features, many of which they did not have access to in the past. "From our attorneys' perspectives it is a definite upgrade. For example, they did not have phones that would display missed calls prior to this time," said Debruge.

"What I wanted was a computer and a phone," said Todd Harvey, firm partner. "Our phone system is great! I like the fact that it offers added capabilities such as being able to forward calls to cell phones."

"Initially, they wanted just to be able to answer the phone and do business," said Hyde. "As they progress, they will be able to use the more sophisticated features the NetVanta 7100 offers."

"It is easy to use and efficient," said Debruge. "From the perspective of a start-up company, it has worked well. If you want to use the bells and whistles, you can; but even the basic system is straight forward and easy to use."

"The system will allow our attorneys to remote in when on travel, or transfer calls to a cell phone. These are great added benefits," said Debruge. "We also like the security features in the system that protect our voice/data communications."

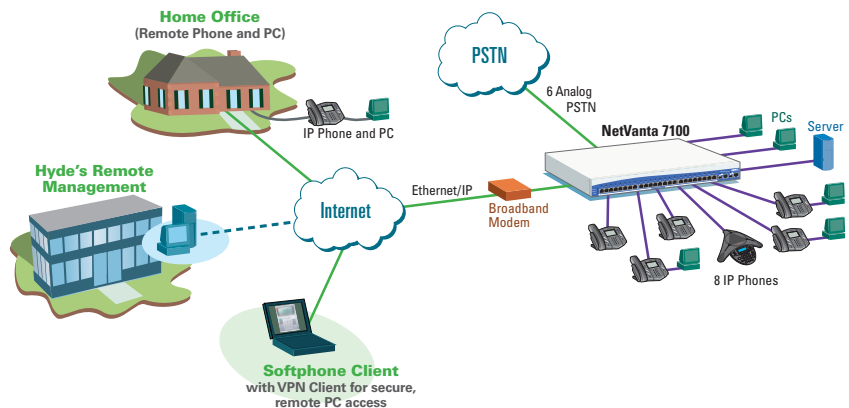
NetVanta 7100 Simplifies Work for Systems Integrator

Hyde explained that the NetVanta 7100 is much easier to install and configure than typical IP PBX systems that require multiple third-party LAN products. "Because everything is built in, it just makes it easier," he said. According to Hyde, another added bonus is the NetVanta 7100's remote diagnostic and configuration features.

Hyde noted an example when one of the partners experienced a trunk circuit outage. Using the remote management capability of the NetVanta 7100, Hyde's employee was able to troubleshoot the system and determine which line was being affected very quickly. They then determined that it was an issue with the carrier's circuit. They disabled the single problem trunk, eliminating the issue on the user's end and re-established the trunk when the problem was repaired – all without a truck roll.

He went on to explain that typically, when he quotes a new voice and data network, it requires the assistance of a configurator to help make sure all of the pieces are covered. "With the NetVanta 7100, it is easy," he said. "It is one product plus phones and I don't need a configurator."

In addition to simplifying the pricing process, he explained that the NetVanta 7100 offers him a number of advantages in terms of configuration. "Because everything is in one box, the configuration is simple. If you need more ports you just add a switch and you are done," said Hyde. "The NetVanta 7100's basic functionality can be operational within 15 minutes out of the box."



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