



Managed Office Essentials enables law firm to focus on profitability and growth

ROBINSON & HENRY, P.C.,
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CHALLENGE

"When our old phone system went down, it was very disruptive to our business," says Cindy Weatherly, Director of Administration & Finance for the law firm of Robinson & Henry in Castle Rock, Colorado. "Monthly outages meant that we missed calls from potential clients. It also lowered the productivity of our attorneys." Consequently, the phone system put a drag on the firm's growth and profitability.

"Many of our users also had a problem with spotty and slow Internet connections," recalls Weatherly. "To the point where it was interfering with their work."

"The CenturyLink Managed Office Essentials solution delivers the business-grade voice and Internet services we needed. It's reliable, performs well and allows us to put our energy into growing our firm."

**Cindy Weatherly, Director of Administration & Finance,
Robinson & Henry, P.C.**

SOLUTION

To overcome these issues, the firm implemented CenturyLink® Managed Office Essentials. The single Ethernet connection to the office delivers business-grade voice, data and Internet services.

CenturyLink houses and manages the infrastructure for the firm's voice over IP phone service and relieves employees to focus on their work. Each Polycom IP phone has a personal number along with unlimited local calling and on-net domestic long distance calls. The phones include the calling features users demand, including call forwarding, call waiting, three-way calling and integration with Microsoft® Outlook.

In order to ensure that everyone has a reliable and

consistent internet connection, the service is distributed across the firm's facility via wireless access points.

BENEFITS AND RESULTS

WORRY-FREE GROWTH AND INCREASED PRODUCTIVITY

"Since implementing the new system, we've tripled the size of our firm," explains Weatherly. "And setting up new employees with voice and data services has been effortless because CenturyLink has made them so user friendly, scalable and easy to administer."

As for the productivity of the firm's employees, "The high quality and performance of both our phone and data service means that users can concentrate fully on their jobs versus having to battle issues with our technology. That's definitely impacted our bottom line."

SUPERIOR RELIABILITY AND UPTIME

"Since switching to Managed Office Essentials we've had no outages," explains Weatherly. "And even though our firm has tripled in size, complaints about the phone system are nothing like they were before. People just expect their phone to always work, and CenturyLink has made that a reality in our office."

EASY ADMINISTRATION

CenturyLink Managed Office Essentials drastically reduced the number of labor hours dedicated to managing the firm's voice and data systems.

"The new phone system is so easy to manage that we can have our receptionist do it," says Weatherly. "The Administrator Portal makes it point-and-click easy to add, subtract and move phones as well as to set up hunt groups and the auto attendant."