

## Vertical TeleVantage® For Law Firms

Product Sheet

# TeleVantage helps diverse law firms enhance productivity, increase billings and strengthen client relationships

**In many law firms, legal professionals spend up to 75 percent of their day on the phone – discussing strategy, negotiating with opponents and updating clients on new developments. Yet the telephone remains a stubbornly inefficient tool – one that can chip away at billable hours, undermine responsive service and contribute to client frustration. Now is the time for a change. With the software-based TeleVantage phone system from Vertical Communications, law firms of every type and size are transforming voice communication into a powerful tool that dramatically enhances productivity, increases revenues and enables superior client service.**

“With our old system, the phone was just a phone, but with TeleVantage, the phone is a business tool that makes a difference.”

Lee Rosen,  
The Rosen Law Firm

TeleVantage is the world's leading open systems, software-based IP-PBX phone and integrated voicemail system for small and medium-sized organizations. Widely deployed in the legal field and highly regarded for its rich features and ease of use, TeleVantage addresses the fundamental communications challenges that busy law firms confront every day.

### **INCREASE PRODUCTIVITY – AND BILLINGS**

For legal professionals who bill on an hourly basis, every unproductive minute represents lost revenue. By that measure alone, your current phone system is probably costing you plenty as users spend precious minutes of every day hunting for phone numbers, tracking down colleagues, fumbling with conference calls and manually logging hours spent on client calls.

TeleVantage puts an end to all that. By increasing the productivity of voice communication in dozens of ways, large and small, TeleVantage frees your partners and staff to spend more

time on billable activities. Many firms report immediate productivity gains upwards of 30 minutes per day, per user – a good yardstick for calculating the return on legal technology investment (ROLTI) your own firm can achieve.

Additionally, TeleVantage's automated call logging capabilities allow you to closely track all the phone time your staff members spend on a particular case or client, without requiring them to pore over phone bills or mark up voluminous call logs by hand. TeleVantage also integrates with leading time-billing software packages, helping you efficiently capture all the revenue that is due to your firm.

### **PROACTIVELY MANAGE AVAILABILITY AND ACCESS**

To make optimal use of their time, partners and staff must be able respond quickly but selectively to the daily deluge of voice communication. A rich set of TeleVantage features make it remarkably easy for mobile users to receive incoming calls on any phone line they

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- Ease of use and mobility
- Powerful call management
- Voicemail and call recording with archiving
- Support for billing, accounting and records management
- Application integration through APIs and software plug-ins

choose, efficiently screen all calls and voicemail in a single session to quickly identify high-priority callers, and respond to the most urgent matters while setting aside other calls for a later time.

### ENHANCE CLIENT SERVICE

Whether you deal with corporate and institutional clients or individuals seeking assistance with family law, real estate transactions or personal injury claims, superior service is one of the keys to client satisfaction and retention. TeleVantage lets you streamline and personalize the calling experience for your clients, demonstrating their importance to your firm.

For example, you can have calls from important clients routed to always bypass voicemail and go directly to your phone – or to an administrative assistant if you're not immediately available. You can create personalized voice mail greetings for individuals or have recorded case updates available for them to retrieve whenever they call in. Via e-mail lists, you can even broadcast voice bulletins to clients who share a specialized interest – for example, participants in a class action suit.

### DOCUMENT AND BILL ALL CLIENT CALLS

TeleVantage enables you to save, store and share voice communication – and associated records and reports – as part of your case files while also simplifying billing and accounting activities. You can manage voice mail messages in the same way you manage other electronic files: archive them in folders, save them to CDs or forward them as e-mail attachments. Similarly, you can record and store phone conversations, share the file with a client by playing the audio back into a live call, and forward the recording to an assistant for transcription.

Detailed call logging and robust reporting provide flexible, real-time views of call activity – for example, allowing legal professionals to

“reconstruct the day” or append written notes to live calls or voicemails, which can be referenced and archived later on.

### REDUCE THE COST OF OWNERSHIP

An open standards-based software solution, TeleVantage allows you to reduce or eliminate many of the costs associated with traditional, hardware-based phone systems. These may include:

- Capital expenditures for proprietary telecommunications hardware
- Equipment maintenance contracts
- Costs for upgrading equipment or expanding capacity
- Service charges for onsite technicians to add, move or change traditional phone lines
- Personnel costs related to phone system administration
- Charges for conferencing services.

With TeleVantage, administrative and system management tasks are carried out in software, with the ability for one individual to manage multiple sites remotely. New features and capacity can be added in software as well. The result is much greater flexibility and a much lower cost of ownership than traditional phone systems.

### MAKE YOUR NEXT CALL TO VERTICAL

TeleVantage easily accommodates your preferences today and the changes your practice will require tomorrow. Its software-based architecture enables TeleVantage to evolve with your practice. Over time, it just becomes more integral – and valuable – to your daily operations and the success of your firm.

**For more information on products and solutions from Vertical Communications, call 800-914-9985, visit our Website at [www.vertical.com](http://www.vertical.com) or e-mail your request to: [law@vertical.com](mailto:law@vertical.com).**



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