



# CUSTOMER SPOTLIGHT



## PUSATIER, ABBOTT, SUGARMAN & MARTIN LLP

### CONCERNS & OBJECTIVES

Pusatier, Abbott, Sugarman & Martin is a local law firm, in business since 1976. Their busy practice manages casework including Personal injury, Divorce, Business Law, Mediation and Real Estate, among other areas. The firm had a cloud based system from Comtel that had been in place for more than a decade. P.A.S.M. desired a new voice solution that:

1. Would offer improved vendor support as local resources had diminished
2. Provides upgraded capabilities such as mobile app and desktop software
3. Enables speech transcription for attorneys' voicemails when at court or in consultation
4. Replaces antiquated phones with dynamic sets with self-labeling keys, color displays



### AIS SOLUTION

The CX Connect Unified Communications system was selected to replace the aging Comtel system. Each user deployed has a desktop device and shared PC app and mobile softphone for increased flexibility. All voicemails are accurately transcribed making message retrieval simple. Yealink model 46U provided a welcome upgrade for the users. CX Connect's web portal makes moves and changes easy. Service is delivered by trained AIS staff.

#### Karen Stachura, Office Manager:

"I have worked with a lot of companies throughout the years and I am very impressed by the prompt and friendly manner in which AIS handles our questions. Everyone I have met and spoke to at AIS has been very knowledgeable and friendly and I feel very comfortable asking them questions. AIS has a great group of people and they should be proud of their staff – because we as customers know they *make the company.*"

