



*"Your engineers are top notch... They made sure our new phone systems went in smoothly and their training was a big help. They were a pleasure to work with... true professionals."* **Peter Lucas, IT Director**

*"After our IT team's evaluation, we crunched the numbers. You made the business case to go with Cisco's technology easy."* **Ruth Maza, Controller**



# Customer Experience

## Legal Placements, Inc.

**RAISING THE BAR.** Since 1996, Legal Placements has been meeting the temporary and permanent staffing needs of law firms and corporations. The firm's success in providing attorneys, paralegals, IT professionals, accountants and administrative assistants to hundreds of clients prompted the opening of office space in New York and a move to a larger DC headquarters.

**THE CASE FOR CHANGE.** The firm wanted to replace its old phone systems with a single voice platform that would connect its locations and deliver desktop video, unified messaging, a web portal for management, and intra-office calling. LPI was also looking for more reliable voice service at every location. Following a thorough procurement and ROI analysis, CWPS was selected to design and implement LPI's converged voice and data network.

**SHOWTIME.** A Cisco Communications Manager now supports LPI's three offices, linked by T1s to support 4-digit dialing and video calls across the company. Users conveniently access voice mail within their email inbox, and can easily change phone features with their web browsers. The Communications Manager's built-in video collaboration helped give Cisco a ROI advantage. Frequent desktop video calls have also reduced travel costs and improved productivity.

**STAYING CONNECTED.** LPI appreciates the scalability and survivability of its new infrastructure. A Cisco Integrated Services Router is deployed at each site. Built-in firewall protection, a PSTN voice gateway, and improved data network performance have all strengthened LPI's communications. 'Survivable remote site telephony' ensures that if a T1 link to any location fails, calls are automatically rerouted to local dial tone until the headquarters T1 link is restored.

**LOOKING TO THE FUTURE.** Web-based management gives the IT team full control over communication resources at any location. Peace of mind is assured with a 5-year service agreement for 24x7 CWPS tech support. Now LPI can enter new markets, open more offices, and add users and applications without a second thought.



## HIGHLIGHTS

### CUSTOMER

Employment Services  
Temporary Staffing  
Locations – DC, NY, VA

### SOLUTIONS

Cisco Communications Manager 5.0  
Unity Connections Voice mail server  
50 IP phones  
Cisco Catalyst Switch with PoE  
Cisco Integrated Services Routers  
Multiple T1s / PRIs  
Desktop Video Conferencing  
Web-based management portal  
5-year help desk / dispatch support

### KEY BENEFITS

Savings on travel costs  
More productive collaboration  
Centralized administration  
Survivable remote site telephony  
Convenient 4-digit dialing  
Room for growth  
Peace of mind

## Connect With Us!

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For over 25 years Connected WorkPlace Solutions has provided innovative voice and data networking solutions to the public and private sector through our network of industry leading partners. Over 4,000 customers trust and depend on us.