

EinhornBarbarito

ATTORNEYS AT LAW

EINHORN, BARBARITO, FROST & BOTWINICK, PC

Lawfirm Case Study

Einhorn Barbarito isn't your typical law firm because they aren't your typical lawyers. Leveraging their experience in areas of concentration with insight, creativity and an understanding of human emotion. They know that the first impulse isn't necessarily the best resolution in the long run.

For more than 50 years they have represented New Jersey residents with complex legal matters ranging from personal injury and family law to domestic violence and commercial litigation. The legal team has been appointed to leadership positions, participated in the state's most published matrimonial decisions and received some of the highest honors and awards from industry leaders and various media outlets.



At Einhorn Barbarito Attorney At Law, we recently upgraded our entire infrastructure from an analog telephone system to a state of the art hosted PBX and re-cabled our two offices to increase our internet speed. For all 80 employees, everything has worked flawlessly. I was skeptical in choosing Smart Choice Communications because I had never used a hosted system in the past.

The SCC Smart PBX, Smart Chat, and Smart Ring are so easy to use and I must mention how user friendly the GUI interface is. One unique feature I personally enjoy is bulk SMS, particularly during the recent storms, allowing HR to inform staff about the office status. With the softphone integration, allowing as many as 5 softphones per seat, Smart SMS allows me to send mass text messages safely and quickly to all my employees, even the ones who are constantly on-the-go, or those who work remotely. This function was even operational when we lost power!

As President, I am accustomed to excuses and missed due dates, but Smart Choice did exactly what they said they were going to do at an unbelievable price. Other providers said it was impossible that SCC's price was less than half of what their wiring quotes would have been. With our new services, we are now able to bill back our clients at the push of a button. The customer service has so far been excellent and we regret not coming on board sooner. We certainly recommend Smart Choice Communications to our clients as well as the members of the NJ ALA.

– Einhorn Harris



Challenge

- In need of a reliable phone system they could afford
- Need better communications that allow for mobility and flexibility which leads to more success and revenue
- Using a traditional telecom company for all its voice needs

Benefits

- Saved money on their phone system
- Conference bridge - people from various locations can interact with each other just like in a face to face meeting
- Cloud-based solution
- Reporting sent from Omni Portal to show call activity of employees
- SCC solution is completely customizable
- Can track billable hours
- Improved Call Quality
- The firm has improved overall workflow integration and mobility, as well as profitability
- SmartFAX: including motions, pleadings, settlement offers and other legal documents delivered directly to the recipient's online inboxes
- Mobile attorneys who work from home, or travel to complete closings, are now supported with mobile app and softphones to help them stay connected when out of the office
- SmartChat to increase employee productivity
- OmniPortal and SmartReceptionist simplify directing calls and display employee's extensions to dial right from the screen
- Softphone integration with SmartPhone to bring desk phone home. Also allows attorneys to set their phones to ring both at the office and on their cellphone

E Edward Sousa
5.0 ★★★★★

"We choose Smart Choice communications after an extensive search to replace our aging phone system. The software is user friendly and easy to learn. I can fix problems right from my mobile phone. If I have to reach out to customer service, they are always extremely helpful and follow up to ensure that what ever the issue, it was taken care of."