



CUSTOMER EXPERIENCE

SAIONTZ & KIRK

Dramatic growth

Saiontz & Kirk is one of the most prominent legal practices in the Chesapeake region. Specializing in personal injury litigation, the firm advertises nationwide, receiving incoming calls from 800 numbers that connect prospective clients to specialized personal injury teams. The combination of advertising and call handling technology has enabled the practice to grow dramatically. With call volume soaring, the firm needed help keeping up.

Keeping up with success

CTS installed a Toshiba IPedge phone system on an enterprise-grade EM server to support 175 end points distributed among the firm's busy partners and staff. All incoming calls are processed and routed directly to the appropriate specialized legal team. Broadband connects the headquarters to each office, carrying both voice and data traffic. Over time, a transition to digital carrier services has eliminated scores of costly analog trunks.

Making changes

Easy to use contact center management software from TASKE provides vital management information on call activity. TASKE's advanced forecasting applications help the firm's contact center administrators continually improve its call service levels.

Serving injured clients

Toshiba's seamless networking among locations enables overflow calls to reach agents ready to capture pertinent case information on electronic forms. These e-forms are routed to the proper litigation teams in Baltimore for follow-up. Once again, Chesapeake's innovative technology team has deployed a solution that has enabled Saiontz & Kirk to give its clients the support and attention they need.



"It's important that when our clients need help, we're here for them. Now we can answer every call that comes in, and we never miss a case... Thanks again CTS!"

**Austin Kirk, Partner
Saiontz & Kirk**

Customer Highlights

- Law Firm
- Baltimore, MD-based
- 2 Offices

Solution Overview

- Toshiba IPedge EM Server
- Integrated Contact Center
- 175 Distributed end-points
- Call Manager w/ Soft phones
- TASKE Call Management
- Broadband services
- CTS routing design | programming

Key Advantages

- 24 x 7 Contact Center
- Flexible communications
- Business Continuity
- Improved client service

CALL TODAY!

800-787-4848 | 410-850-4848

CHESAPEAKETELEPHONE.COM