



CUSTOMER EXPERIENCE



SNYDER COHN

The Day of the Move – Business as Usual

As the area's oldest and largest certified public accounting and business advisory firms, Snyder Cohn takes great pride in its reputation for building close, personal relationships that help its clients grow and prosper. With success, comes growth. In its quest for more office space, Snyder Cohn had to change its location from Bethesda to Rockville, Maryland. Moving an office from one location to another can be very stressful, but Snyder Cohn wanted its clients to experience business as usual. With a move pending, and to better keep up with client needs, the firm saw an opportunity to upgrade from a digital phone system to an IP phone system. For help with making the transition, Snyder Cohn called on its technology partner of 25 years – CTS.

“Chesapeake’s team performed flawlessly... All systems worked perfectly. Not a single call was lost. It was as if our firm really hadn’t moved at all.”

Steven Braunstein
Managing Partner
Snyder Cohn

Potential Snag – Number Portability

After selecting a new office location, Snyder Cohn was informed by their phone company they could not take their phone number with them – a number they have had for over 40 years. Changing their phone number at this stage in their history would have inconvenienced their clients, and call forwarding the number would have been extremely expensive, so Snyder Cohn asked CTS to find a solution.

Customer Highlights

- CPA and Business Advisors
- Family Owned
- Rockville, MD

Solution Overview

- Mitel SX-200 ICP
- 125 IP Phones
- HP Network
- DID Service
- Number Portability

Key Advantages

- Problem-free relocation
- Soup-to-nuts project management
- IP phone system features
- Scalability for future growth
- Improved call handling
- Single point of contact
- Local service and support

Chesapeake's carrier services team went to work and provided Snyder Cohn with a number of options allowing them to keep their Bethesda number at their new Rockville location. Meanwhile, the CTS project managers and technical team set up an HP network to handle data and voice traffic at the new location. A Mitel SX-200 IP phone system was installed and programmed to support 125 IP phones. DID (Direct Inward Dial) service was added to improve call handling efficiency by connecting the client directly with their accountant. Everything had to come together just right on opening day at the new office.

Perfection...

When the firm's employees arrived at the Rockville office at the start of the business day, the phones rang and calls were handled – as if the firm had never moved. Data and files were instantly available over the new network. Thanks to the DID service, the firm's accountants and business advisors could have clients dial them direct. Steven Braunstein, managing partner at Snyder Cohn, said, “Chesapeake is to be commended for their project management and technical capabilities. Our relocation went very smoothly. After 25 years of working together, Chesapeake still exceeds our expectations.”

CALL TODAY!

800-787-4848 | 410-850-4848

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