

SUCCESS STORY

PRODUCT: VIPedge® Cloud-based Business Telephone Solution
INDUSTRY: Law Firm

The Fitzgerald Law Firm Stays Connected Using Toshiba's VIPedge Cloud-based Telephone Solution

A leading medical malpractice law firm based in New York, The Fitzgerald Law Firm attorneys rely on Toshiba's business telephones to communicate with clients, doctors, medical experts, and court officials. The firm has been a Toshiba customer since the 1980s. For more than 30 years, Authorized Toshiba Dealer Precision Interconnect of New York has migrated the firm from Toshiba's analog, digital and IP systems to now Toshiba's VIPedge cloud-based business telephone solution. Bottom-line benefits of VIPedge include:

- Delivering a reliable cloud-based business telephone solution with equipment and telephone services from a single vendor;
- Processing more than 10,000 calls per month for more than 80 users;
- Supporting remote users at multiple locations over the cloud;
- Enabling easy Call Record capabilities; and
- Improving communication with Call Manager unified communications.

Toshiba Benefits

Benefit #1: Technologically Advanced, Reliable Cloud Solution

Toshiba's VIPedge cloud-based business telephone solution met Fitzgerald's need for a technologically advanced, application-rich business telephone solution. Exceptionally reliable, VIPedge keeps Fitzgerald's attorneys and staff connected no matter where they are.

Benefit #2: Mobility Apps Ensure Important Calls Get Through

Toshiba's mobility applications allow Fitzgerald's users to make and receive calls on their mobile phones just as if they were at the office. Toshiba's Follow Me feature forwards office calls to any telephone number. The Twinning feature allows a single incoming call to ring on multiple telephones.

Benefit #3: High-quality Desk Phones With Self-administration

The Fitzgerald team appreciates Toshiba's high-quality IP desk telephones that can be self-administered with Toshiba's browser-based Enterprise Manager. The IT team can remotely make adds, changes and updates from virtually anywhere they have Internet access.



Lou Powell and Harley Bitman of Precision Interconnect (at left), shown here with James Fitzgerald of The Fitzgerald Law Firm, implemented Toshiba's VIPedge cloud-based telephone solution, which easily handles the firm's 10,000 monthly calls.

"Every day, we receive calls from prospective clients needing legal help for medical malpractice. With Toshiba's VIPedge, we get our calls no matter where we are, whether we are working from home, on our mobile phones, in a meeting, or at the office," said James Fitzgerald, president, The Fitzgerald Law Firm.

The Toshiba Solution: Toshiba's VIPedge

Harley Bitman, vice president of Operations for Authorized Toshiba Dealer Precision Interconnect, recommended Toshiba's VIPedge. She handles VIPedge service and support. She said, "Fitzgerald can rely on Toshiba's VIPedge cloud solution for dependable dial-tone service, plus it has all the business telephone applications of an on-premises system, available affordably via the cloud."

Fitzgerald's business telephone solution consists of:

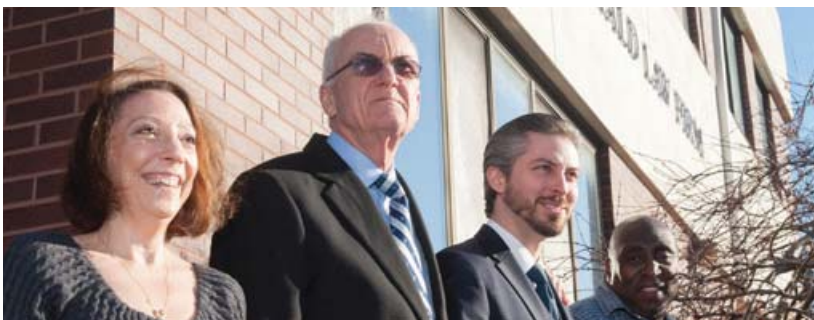
- Toshiba's VIPedge cloud-based business telephone solution;
- Toshiba's IP desk telephones with three-digit extension dialing between all users, no matter where they are located;
- Toshiba's Call Manager unified communications;
- Follow Me call routing to forward office calls to any other phone number;
- Unified Messaging for a single inbox for email and voice messages; and
- Enterprise Manager for browser-based remote administration.



John Fitzgerald and James Fitzgerald of The Fitzgerald Law Firm with Harley Bitman of Precision Interconnect (standing) worked with Lou Powell, Precision Interconnect's technician, to implement a system that would enable remote workers to be connected across Toshiba's VIPedge cloud network.

ABOUT THE CUSTOMER : THE FITZGERALD LAW FIRM

Based in New York, Fitzgerald & Fitzgerald, P.C. was founded in 1971 by John E. Fitzgerald and his wife, Annette M. Fitzgerald. Later, The Fitzgerald Law Firm, P.C. (www.lawfitz.com) was incorporated and managed by their son, James P. Fitzgerald. The attorneys at the Fitzgerald firms have recovered more than \$1 billion for their clients.



Harley Bitman and Lou Powell of Precision Interconnect (at ends) helped John Fitzgerald and James Fitzgerald of The Fitzgerald Law Firm migrate their older Toshiba telephone system to Toshiba's VIPedge cloud-based business telephone solution. The law firm has been a Toshiba customer since the 1980s.

"Fitzgerald benefits from the near-instantaneous remote repair and programming support provided for VIPedge by Precision Interconnect. For Fitzgerald, every minute counts because every call counts." Harley Bitman, vice president of Operations, Precision Interconnect.

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