

## HUTCHENS, SENTER & BRITTON

### A Story of Ronco's Commitment to Service

Standing majestically along U.S. Highway 401 on the North side of Fayetteville, North Carolina is one of the newest high technology facilities in North Carolina; the premier law firm of Hutchens, Senter and Britton.

The Law Firm of Hutchens, Senter & Britton, P.A. is a large firm with offices in Fayetteville, Wilmington, and Raleigh, North Carolina. The firm's many practice areas include creditors' rights, civil litigation, business and corporate law, personal injury and workers' compensation, mediation, arbitration, estates and condemnation.

When the law firm began plans to build its new 3 story, 22,000 square foot facility, the team knew that advanced technology solutions would be required to support the visions of the Partners. Mr. H. Terry Hutchens, J.D., determined that the Firm needed an advanced technology foundation that could grow with multiple offices.

The Firm Administrator, Carol Stephens, received a recommendation from a colleague to contact Ronco.

Almost simultaneously, the IT Manager, Jim Roberts was meeting with his local Nortel Networks representative; who also recommended Ronco for assistance in planning their advanced technologies requirements.

Almost from the first meeting the technical staff at Hutchens, Senter & Britton knew that Ronco Communications would be their service provider of choice. Various competitors that had been incumbent to the older technologies being replaced could not compete with the professionalism and advanced technologies expertise available at Ronco Communications.

#### Needs Based Analysis



"The network is so responsive that we are able to generate real estate closure checks in our Fayetteville offices and print them directly to a printer in the Wilmington office." - Carol Stephens, Firm Administrator

Through numerous meetings with the IT staff, specialized users and Nortel Networks, Ronco Communications defined the technology requirements based on a needs analysis. Review of the systems and applications used in the firm's business practices provided the necessary background knowledge to begin developing an advanced technologies design that would be robust, scalable and flexible to meet the ever growing requirements of Hutchens, Senter & Britton.



With a staff that includes Microsoft and Cisco Certified Professionals, the IT Department at Hutchens, Senter & Britton is focused on providing an environment for its clients that preserves security, confidentiality and data integrity. The firm uses hardware and software systems that are designed to accomplish these goals. The technology foundation supporting these applications has to be fast to support the firm's legal research functions, multiple imaging platforms and electronic records retrieval.

All members of the firm use integrated case management programs that enhance the firm's productivity. The systems automate scheduling, calendaring, conflict checking, document assembly, document tracking, reports and billing.

Their attorneys and staff have an extensive suite of tools available to them, including:

- High-Speed Internet and Email Access
- Shared Calendaring
- Electronic PDF conversion tools
- On-line research applications
- The complete Microsoft Office Suite
- HotDocs - automated document assembly
- Electronic distribution of legal documentation
- Document Imaging/Management System
- Desktop Faxing
- VoIP with Unified Messaging

#### Design & Engineering

Ronco Communications developed a solution using the latest network systems, telephone services platforms, unified messaging applications and management suites in the industry; Nortel Networks.

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"Our local carrier... had been our services provider for nearly 25 years but was not experienced with Nortel's Succession VoIP call server systems and was recommending an IP-enabled TDM based solution. We were on the edge of contracting with another prominent manufacturer's product when our Nortel representative, Dave Davenport, recommended we talk with Ronco Communications before making our decision." - Jim Roberts, Technology Manager

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But, the story didn't end with the design development phase. Recognizing that experience with the implementation and follow-on services were just as critical, Hutchens, Senter & Britton engaged Ronco Communications for their project.

#### Project Management

Using a managed project approach, Ronco Communications began working with the firm's construction contractors; including their related subcontractors who would build the multiple telecommunications rooms, and install and certify the Category 6 and optical fiber infrastructure. This approach ensured the entire IT infrastructure would blend into a homogeneous solution.

#### Installation & Cutover

During installation and cutover of the new systems, Ronco Communications' technicians and engineers literally 'moved into' the building for several days, working around the clock, to bring all the network, voice services, paging and unified messaging applications on line and ready for the firm's first day of business at their new facility.

Training was provided on-site to all users of the new systems, with advanced training to the IT staff on the administration and management of the applications that were deployed. Multiple classes were provided to meet the work schedules of the firm's staff and were kept relatively small to provide the personal interface between instructor and student that is vital to understanding the use of today's IT applications.

#### Service & Support

Ronco Communications' post cutover support has been described by the IT staff at Hutchens, Senter & Britton as 'beyond the call of duty'. Hoping for the best and expecting the normal install-and-forget attitude of many providers, the IT staff was surprised with the flexible policies of Ronco Communications. Their continuous direct access to the internal engineers and technicians at Ronco Communications has been an unexpected enhancement to the ability of the IT staff to continue refining their support to their clients, the Law Firm.

#### The System

The system Ronco Communications provided to Hutchens, Senter & Britton was a complete Voice-over-IP infrastructure, including redundant call processing and redundant core network systems from Nortel Networks. The Voice-over-IP systems were the latest Succession 1000 call server systems with Passport 8600 network electronics. Full quality of services were provisioned on the network, which includes a remote site at the Wilmington offices. Voice-over-IP services at the Wilmington site were provisioned with the Business Communications Manager 50, the latest remote office product from Nortel Networks. Connectivity between the offices was established using a 10MB business class connection. Voice applications include Call Pilot Unified Messaging. Optivity Telephony Manager (OTM) is being used for management of the voice systems.

"Notice this is an IT Department and our telephones are not ringing. That is a great testimony of the reliability, and ease of use of the Nortel systems." - Jim Roberts, Technology Manager

"Management is easier with the new systems. I can do a call detail report for internal clients within 30 seconds. I can change displays for new employees instantly" - Stephanie Specht - Call Pilot and Unified Messaging Manager



Stephanie Specht - Call Pilot and Unified Messaging Manager

Roger Pickett - Network Manager