

Corporate Law Firm

Case Study



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Moving Your Business? Learn How A Prestigious Law Firm Navigated A Smooth Transition When Relocating An Office

Key Business Issues

- No move management strategy for their voice and data technologies
- The new location has a different local phone provider, and the existing provider was unable to move phone numbers
- The firm did not want to lose any phone numbers because it would create confusion for their client base.

Results

- CTG recommended, and then project managed the move using the best solution with a provider who could move their phone numbers
- The move was a smooth transition and Buckingham's expectation levels were exceeded
- Zero phone numbers were lost in the move
- CTG provides ongoing account management and support

Buckingham, Doolittle & Burroughs, LLP (www.bdblaw.com) is a full-service law firm with several offices in Ohio and Florida. Founded in Akron in 1913, the firm represents clients from sole proprietors to multinational corporations, including tax-exempt organizations, governmental bodies, charities, and foundations.

Debbie Jordan, Director of Information Systems at Buckingham, was told the firm had decided to relocate its main office from Akron to Fairlawn, Ohio.

"When the firm decided to move the main office across town, I needed someone who could project manage the movement of our voice and data circuits so I could focus my time on other key areas related to the move," stated Jordan. In order to remain competitive in the market, Buckingham required a partner who could manage this complex move and ensure minimal phone and internet downtime.

"Your team of experts worked with us each step of the way to make sure the move process was smooth!"

Buckingham, Doolittle, & Burroughs, LLP



Buckingham hired Corporate Technologies Group (CTG) to take on this challenge because of their extensive experience in managing relocation projects. One of the major challenges with the move was that the firm's new location had a different local phone provider and they were unable to move their phone numbers to the new location. Since CTG has ample experience with this type of situation, creating and implementing a strategy that allowed the firm to keep their same phone numbers was second nature. Being an authorized agent for 40+ WAN providers, CTG was able to provide multiple solutions from providers who were able to move their numbers.

After the appropriate provider and solution was chosen, CTG assigned a certified project manager from their Client Support Group to be the leader for this project. "I felt at ease the whole time throughout this process because my project manager kept me informed every step of the way," mentioned Jordan. "The end result of the move was flawless; the only issue was one fax number being unavailable for just a few minutes!"

In addition to this project, CTG also supports all of Buckingham's voice and data technology when moves, adds, changes, and trouble ticket issues arise for any of their locations. "I would highly recommend CTG to others," concluded Jordan.