

BURROWS
LAW FIRM



Epygi and SoTel Systems Provide Affordable Solution for Burrows Law Firm

Burrows Law Firm provides legal consultation to residents of St. Charles, Missouri. The firm concentrates on personal injury and accident cases, criminal law, civil and contract law, and family law. As a new company opening their first location, Burrows needed to decide what type of phone system would be best for them. Law firms, like Burrows, constantly have a need to be in contact with clients, so communication abilities are essential.

SoTel Makes the Process ‘SoSimple’

In search of a new phone system that was feature-rich and affordable, Burrows found SoTel Systems’ SoSimple package to be the ideal solution for their needs. This special package allowed Burrows access to the latest VoIP telephony technology with one

monthly bundled bill and no upfront costs. The SoSimple program combined with Epygi equipment, permitted Burrows to pick and choose the features that met their business needs the best.

Reliability and Ease

Burrows often experiences high call volumes, and the Epygi Quadro2x paired with the snom 320 handsets have enabled them to manage their call flow more efficiently throughout the day. In particular, the Find Me/Follow Me feature has become an essential aspect of their phone system. This feature allows employees to have phone calls track them down whether they are in the office, on their cell phone at court or at home. Since lawyers are constantly on the go, this feature has ulti-



“I was very impressed by the quality of service and timeliness of the installation. It was quick, easy and hassle-free,” said Kyle Burrows, owner of Burrows Law Firm.

mately become an aspect of their daily routine and something the employees say they cannot live without. The Find Me/Follow Me feature has also helped the lawyers become more accessible to their clients, which has given them the ability to provide their clients with the same care that a big firm would be able to offer.

The Power of One

Additionally, the Unified Messaging system has helped the law firm become more efficient and able to respond more quickly to clients through the voicemail-to-email functionality and fax-to-email functionality. Epygi’s voicemail-to-email functionality works by storing voicemail messages of all of the employees in the industry-standard WAV audio for Windows format. Users are then able to play them on their cell phones, multimedia PCs, attach them to e-mail messages and forward them to the right people.

Epygi’s fax-to-email function works in the same fashion. Incoming faxes can be sent to an employee’s email inbox in the form of a TIFF or PDF file. This makes receiving and reviewing faxes much more convenient for Burrows Law employees, who are not always in the office.

Another feature that Kyle Burrows, owner of Burrows Law Firm, has found very useful is the multiple Auto Attendants. As an owner of two businesses, Burrows Law Firm and Midland Realty Associates, it is often times hard to manage phone calls and messages. The multiple Auto Attendants allows two companies to share the same phone system while simultaneously routing calls to the correct employee.

Making the Right Decision

Before deciding on which phone system to purchase, Burrows Law Firm researched multiple options and ended up choosing Epygi and

SoTel Systems’ SoSimple program over other companies because of their competitive price and wide feature set. The SoSimple installation was completed in three hours, so this allowed employees to take advantage of the new features quickly. “I was very impressed by the quality of service and timeliness of the installation. It was quick, easy and hassle-free,” said Kyle Burrows.

About SoTel Systems’ SoSimple Program

The SoSimple bundled usage program, offered by SoTel Systems, LLC, is an all-in-one solution that includes unlimited SIP trunking, IP telephony hardware, full warranty and support. This offering can be acquired by a customer through a Value-Added Integrator for a simple monthly payment and NO capital expenditures required. Thanks to this program, businesses in need of Unified Messaging can now take advantage of the latest in telecommunications technology and cut their operating costs at the same time.

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and gateways supporting small businesses to enterprise’s telephony needs, is a private U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi’s products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image, while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.

