

“All promises were kept and UniVoIP support team is extremely responsive. I would definitely be one of your biggest supporters ...”

Sandra Bristol | Office Administrator

## Summary

### Company Name

Gordon, Edelstein, Krepack, Grant, Felton & Goldstein, LLP (Geklaw)

### Number of phone users

60

### Industry

Law Firm

### About

Applicant Worker’s Compensation and Plaintiff Personal Injury Law Firm in Los Angeles. In business since 1984.

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## About Gordon, Edelstein, Krepack, Grant, Felton & Goldstein

Gordon, Edelstein, Krepack, Grant, Felton & Goldstein, LLP (Geklaw) is a recognized leader in Workers’ Compensation and Personal Injury Law in Southern California. Geklaw have built their reputation for turning serious injuries into serious victories by effectively utilizing their expertise, resources and knowledge.

### Specific needs/challenges

Geklaw wanted to decrease phone service expenses and was looking to gain improved service and functionality. Monthly telco charges were fluctuating heavily and Geklaw IT manager suggested that they looked into a managed VoIP solution.

### Did you replace an existing phone system?

“Yes, replaced a Mitel premise-based phone system. AT&T was our carrier.” says Sandra Bristol, Geklaw Office Administrator.

### How did the UniVoIP solution address those needs or solve problems?

“UniVoIP reduced overall telecommunications expenses and allowed for extra phone system functionality as well as provided an integration between the case management software used at the firm and the phone system. Our software and your phone system use a TAPI interface that allows the legal secretaries to dial out from the software - A1 Law.” says Sandra Bristol, Geklaw Office Administrator. “In addition we saved money and I really like the set monthly amount .. no surprises at the end of the month”

UniVoIP Officeconnect integrate With Microsoft® products as well as many other software allowing staff members to make calls directly from their contacts.

### Why UniVoIP?

“We did in fact have other vendors come in with competitive quotes. It took several years for the firm to decide that it would change systems”. says Sandra Bristol, Geklaw Office Administrator “The UniVoIP Business VoIP consultant was the most professional and informed and explained the benefits and functionality of UniVoIP Officeconnect the best”