

“Prior to UniVoIP, we had a premise-based PBX system that was due for a \$30,000 + upgrade on top of continuous maintenance and support fees. We have moved to a predictable cost model with UniVoIP’s scalable cloud-based solution that is armed with disaster recovery and lifetime software upgrades.”

Michael Siska, System Administrator, RPB

## Summary

### Company Name

Resch Polster & Berger LLP

### Industry

Legal

### Location

Los Angeles, CA

### About

Resch Polster & Berger has over 30 years of experience in providing client-focused, traditional yet creative business and legal services for a wide range of industries. The firm has established a solid reputation for technical excellence, exceptional responsiveness and creativity delivered in a cost-effective manner



## Resch Polster & Berger LLP Moves to the Cloud

### Supporting The Firm’s Growth

Since 1980, Resch Polster & Berger LLP (RPB) has continued to grow, providing a broad scope of services to its clients. In addition, to Real Estate Investment, the firm also boasts a high level of sophistication and expertise in: Business Litigation, Intellectual Property Tax, Finance Development, Corporate Transactions, Secured Lending, and Securities.

### A Predictable Cost Model Paired With Increased Functionality

RPB LLP originally operated on a premise-based PBX system supported by two different third party vendors, one for voice services and one for PBX hardware support. The much needed telephony disaster recovery feature as well as increased collaboration between attorneys and their assistants required a costly upgrade, so they looked to UniVoIP who could easily support all of their growing needs.

### UniVoIP Wins Contract

After analysis and deliberation, the firm decided that with the pending exorbitant upgrade fees and growing needs, it was the perfect time to adopt the cloud. The firm considered UniVoIP along with five other national competitors as replacements and quickly found that UniVoIP’s business executives possessed extensive expertise and their solution delivered the strongest functionality, reliability and security.

“When it came down to it, between higher price points, lack of expertise, lack of ability to provide on-site support, failure to demonstrate how their solution supported all the claimed features, and an inability to adapt their solutions to our unique setup, UniVoIP’s competitors each fell by the wayside. UniVoIP, however, was very proactive and technically savvy. Our account executive performed a comprehensive demo and we immediately saw the intrinsic value of adopting UniVoIP’s solution for our firm.” – Michael Siska, System Administrator

### Happily Ever After

Today, RPB LLP enjoys various features that are extremely user-friendly, such as call park, call monitoring and fax-via-email. Michael also no longer outsources support but leverages UniVoIP’s flexible web-based management portal to adjust settings at the company or user level. In the long run, RPB will definitely benefit from a greater ROI than if it had kept its premise-based PBX.