



Lieff, Cabraser, Heimann & Bernstein, LLC

Lieff Cabraser Heimann & Bernstein, L.L.P. is a fifty-plus attorney law firm that has represented plaintiffs nationwide since 1972. They have offices in San Francisco, New York, Washington, D.C., Beverly Hills and Nashville. For more information, visit www.lieffcabraser.com.

Challenge

The firm was looking to replace a legacy Nortel system in its San Francisco office and needed new solutions in its New York and Nashville offices. The needs of the practice required seamless integration across locations, with the cost savings and enhancements available with IP telephony.

Solution

Lieff, Cabraser, Heimann & Bernstein looked at its options and chose an Avaya IP Telephony Solution powered by Avaya Communication Manager.

Applications and Services	
<ul style="list-style-type: none"> • Avaya MultiVantage™ Communications Applications • Avaya Communication Manager • Avaya 4600 Series IP Telephones • Avaya Extension to Cellular 	<ul style="list-style-type: none"> • Avaya Modular Messaging with Microsoft Exchange • Avaya Comprehensive Support Network Management • Avaya Global Services – Avaya Maintenance Services Agreement

Results

- **Increased Productivity:** Voice messaging solution allows users access to voice mail and e-mail via integration with Microsoft Exchange. The ability to program customized settings on their phones has proven popular among individuals at the firm.
- **Increased mobility.** With Avaya IP telephones, attorneys can work from any of the firm’s offices transparently by simply programming the handset with their own extension numbers. And with Avaya Extension to Cellular, the firm’s IT helpdesk can answer calls on their cells phones without charge or regard to service provider.
- **Increased security.** Lieff, Cabraser, Heimann & Bernstein had been having difficulty with its previous system in terms of security, a worry that was eliminated with the new Avaya solution.

For more customers leveraging intelligent communications for a competitive advantage, go to avaya.com and click on “Hot Topics” and select “ICONS.”