CASE STUDY

EVOLVE IP
WORK ANYWHERE™

FINANCE

CASE **STUDY**

Friedman LLP ®
Accountants and Advisors

FRIEDMAN LLP

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Friedman LLP dramatically increases their billable hours by partnering with Evolve IP to prevent downtime through their phone, internet, and IT infrastructure solutions.

Situation

Friedman LLP is an accounting, tax, and business consulting firm with over 650 employees and 12 locations.

They had insourced on-premise solutions for their phones, internet, and servers. Everything was managed and maintained by a team of 11 internal IT staff.

The issue Friedman LLP continued to face with this solution was regular downtime, either through their email, internet, or phones. This was a major issue given that almost all of their revenue is from billable hours; downtime is money lost.

"We had 70-80% uptime when we were self-hosted, which meant roughly 6 hours a week of downtime. Every time a service would go down, it was an estimated $1,000-$3,000 earnings per minute lost," shared Don Logan, CIO at Friedman LLP.

Along with time spent resolving their downtime issues, the internal IT staff was being stretched thin managing services such as phone systems, switches, warranties, firewalls, and annual updates across the company's eight offices.

Solution

Friedman LLP partnered with Evolve IP, employing UCaaS, Office 365, and virtual servers.

The amount of downtime improved dramatically following the transition to Evolve IP. "Evolve IP has a near 100% uptime," said Don.

In addition to increasing billable hours, outsourcing services to Evolve IP has freed up time for the 11 man IT team.

"Now our team can just put a ticket in if we have any issues. My team no longer spends the time on procurement, maintenance or configuration, which saves roughly 25% of my teams time," said Don.

Results

- "They supplement services with software." - Don repor ts that "My end users like that they don't need a desk phone, they can have a software app on their cell phone."
- Devoted customer support team - "We can go to Evolve IP if we want to do a configuration, a change - anything. We have an assigned team with them, a single point of contact, which is a real benefit of doing business with them," said Don.
- Reduced IT man-hours by 25% - Having Evolve IP as Friedman LLP's MSP, networking, and phone service provider has saved their internal IT team roughly one quar ter of their time to prioritize other tasks.
- Increased uptime & billable hours - Friedman LLP CIO Don Logan estimated the old system was down 6 hours per week with a revenue loss of $1,000-$3,000 per minute of downtime. With a near 100% uptime Evolve IP is able to prevent these substantial losses.

"I would highly recommend Evolve IP. Don't even look anywhere else. The sales team, the

implementation and project teams, the trainers and support after implementation - the people in this company are what make Evolve IP great."

"Now our team can just put a ticket in if we have any issues. My team no longer spends the time on procurement, maintenance or configuration, which saves roughly 25% of my teams time," said Don.

— *Don Logan*
CIO of Friedman LLP

Products

UCAAS, O365, and virtual servers

Business Situation

Before Evolve IP, Freidman insourced on-premise solutions for their phones, internet, and servers. They were experiencing revenue loss do to downtime.

Solution

Friedman LLP partnered with Evolve IP to manage their phone, internet, and IT infrastructure.

Benefits

- "They supplement services with software." - Don reports that "My end users like that they don't need a desk phone, they can have a software app on their cell phone."
- Devoted customer support team - "We can go to Evolve IP if we want to do a configuration, a change - anything. We have an assigned team with them, a single point of contact, which is a real benefit of doing business with them," said Don.
- Reduced IT man-hours by 25% - Having Evolve IP as Friedman LLP's MSP, networking, and phone service provider has saved their internal IT team roughly one quarter of their time to prioritize other tasks.
- Increased uptime & billable hours - Friedman LLP CIO, Don Logan, estimated the old system was down 6 hours per week with a revenue loss of $1,000-$3,000 per minute of downtime. With a near 100% uptime, Evolve IP is able to prevent these substantial losses.

Customer Profile

Headquartered in New York City, Friedman LLP is an accounting, tax and business consulting firm serving public and private companies since 1924.

Industry

Finance

Location

Friedman LLP has 12 locations in both China and in the United States (PA, NJ, NY, and CA).

Overview

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FRIEDMAN LLP®
ACCOUNTANTS AND ADVISORS

About Evolve IP

Evolve IP is designed to advance today's hybrid workplace. We partner with the world's biggest tech companies to bring together their unified communications, collaboration, voice, virtual desktop, and contact center tools into a single, secure solution, fine-tuned for the hybrid workforce. By integrating these disparate systems from leaders like Microsoft, Cisco, and VMware, and filling in the gaps, we improve both productivity and security, increasing uptime to make the future of work better for everyone.