



## The Right Call

With IPC and InSpeed, Denver-based law firm ensures high-quality business communications for attorneys and staff who work remotely.



“  
*The call quality is just amazing. I got a call from one of our attorneys who works out of his home in Utah, and it was as if he was in our office here in Denver. It was crystal clear.*  
”

**B**rownstein Hyatt Farber Schreck is a national law firm headquartered in Denver with practice areas dedicated to corporate and business law, intellectual property, real estate, energy and natural resources, litigation, gaming, and government relations. Founded in 1968, the firm has grown rapidly in recent years to include 265 attorneys and policy advisors in 12 offices across the U.S. Given the nature of its practice areas, Brownstein’s offices are concentrated in the western states, along with Atlantic City, N.J., and Washington, D.C.

However, Brownstein also wanted to give its attorneys the flexibility to work from home as needed to better serve their clients. Remote users would need the ability to access applications, data and the company phone system using any available Internet connection. The firm was looking

for a solution that would provide users with the same high-quality experience at home that they had in the office.

“We needed a solution that we could hand to our employees to take home with them so that they could work effectively,” said Larry McDonald, Brownstein’s Manager of Infrastructure. “The telephone is an essential piece of that. Our business is communicating with clients, so we needed to ensure that our attorneys would experience excellent call quality when working remotely.”

Brownstein turned to IPC Technologies for help. IPC designed and implemented Brownstein’s phone system and continues to provide support. When asked to recommend a solution, the IPC team immediately suggested software-defined WAN (SD-WAN) technology from InSpeed Networks.

InSpeed was built from the ground up to ensure high-quality business communications over any connection every time. Brownstein's IT team has been so impressed with the InSpeed technology that they've rolled it out to multiple home-based users and plan to implement it in one of their remote offices.

### Top Priority

Brownstein's enterprise-class IP phone system enables it to connect all of its offices on a single platform. This makes it possible to reach any user by dialing a four-digit extension, and allows users to access the full array of phone system features regardless of location.

Issues can arise, however, when connecting to an IP phone system via the Internet. The broadband Internet services available in residential areas can be particularly problematic.

"The Internet wasn't designed for interactive applications such as voice and video conferencing," said Jeff Andrews, Executive Vice President, IPC. "Data packets are dropped, get delayed and arrive out of order. That's not a big deal with web browsing or email, but it can cause echoes, jitter and other call quality problems."

InSpeed eliminates these issues by prioritizing interactive applications over other Internet traffic. A small onsite appliance sits between the Internet and the local network and automatically connects to the InSpeed cloud. Patented cloud technology continuously monitors and manages WAN traffic, while end-to-end encryption ensures robust security.

"The InSpeed appliance is plug-and-play simple, and Brownstein's IT team can manage the platform remotely through a web-based portal," Andrews said. "The solution is so cost-efficient and easy-to-use that it's ideal for small office and home office environments."

Brownstein set up a proof of concept and found that InSpeed worked exceptionally well. The firm has since rolled out the solution to five home-based workers and will continue to add InSpeed appliances as needed.

"The call quality is just amazing," McDonald said. "I got a call from one of

our attorneys who works out of his home in Utah, and it was as if he was in our office here in Denver. It was crystal clear."

### Multiple Use Cases

Brownstein continues to explore other use cases for the InSpeed solution. For example, the firm has implemented InSpeed for its after-hours help desk rotation so that technicians have the flexibility to work from home.

"Technicians who are on call can take home their desk phones and answer help desk calls as if they were sitting in the office," said Joe Craven, Brownstein's CIO.

The firm also plans to use the InSpeed solution in its Carson City, Nev., location. That office is open for six months every two years in alignment with the biennial sessions of the Nevada state legislature. InSpeed will enable the firm to easily provide high-quality phone service for the six or seven users in Carson City.

"We used to run copper telephone lines to that office. That was less than ideal for several reasons, including the cost of maintaining that service while the space was empty for the majority of the time," Craven said. "With InSpeed, we won't have to advertise different phone numbers, our users will have a very familiar experience, and we will reduce operating expenses for this unique but important business need."

McDonald says the product has been largely trouble-free, and he had a good experience on the one occasion when he needed to call for technical support.

"I called InSpeed when we had a small problem, and the technician was awesome," he said. "He was very attentive, helped us resolve the problem and followed up to make sure that everything was working properly."

While there are many SD-WAN product on the market today, InSpeed is the only solution that is purpose-built for high-quality business communications. Brownstein trusted IPC's recommendation and has been very pleased with the results.

"We have seen firsthand how InSpeed treats voice traffic so that you always get high-quality calls," said McDonald. "It enables our attorneys and staff to work from home and still represent the firm in a highly professional way."



IPC delivers IT solutions that help organizations become more agile, productive and profitable. We specialize in best-of-breed cloud services, carrier services and on-premises solutions from industry-leading providers, and provide professional and managed services that maximize the efficiency of our customers' operations. We have served as a trusted advisor to our customers since 1981, employing a consultative approach that ensures each solution makes good economic sense and delivers an attractive return on investment.