

Duane Morris Lays Down the Law on their IT Environment

Duane Morris, a U.S. Top 100 Law Firm, gains visibility into their IT environment and consolidate over 150 invoices, leading to massive time and cost savings.

Duane Morris[®]

BACKGROUND

Duane Morris, one of the U.S.'s top 100 law firms with over 900 attorneys globally, has tripled in size over a decade. Renowned for leveraging technology effectively, the firm maintains its collegial culture amid global expansion, supported by a robust technology infrastructure crucial to its success.

“vCom helps us greatly streamline our own process and handle far more work with the same resources.”

JOHN SROKA
DUANE MORRIS, FORMER CIO

CHALLENGE

Before partnering with vCom, Duane Morris grappled with a sprawling technology landscape spread across multiple offices, encompassing diverse technology products and a multitude of carriers. The firm's network infrastructure, which included a multi-site and multi-carrier setup, underwent continuous expansion driven by both acquisitions and organic growth, their organization now spanning over 29 locations and over 800 devices. Managing this complex environment meant handling over 150 invoices each month, including GL coding and Accounts Payable posting. They had one person spending five days a month processing their numerous bills.

Additionally, obtaining visibility into technology spend and inventory was a challenge, requiring coordination with various support teams for troubleshooting and order management. These complexities underscored the need for a streamlined and centralized solution to optimize efficiency and control costs.



IT Under Management

- 130 circuits
- 542 devices

Challenges

- Manage a multi-site and multi-carrier network infrastructure
- Obtain visibility of technology spend and inventory
- Manage 150+ monthly invoices, including GL coding & A/P Posting

Impact

- \$100,000 in savings annually
- Reduced bill paying time from 5 days to 3 hours per month

SOLUTION

Duane Morris began a strategic partnership with vCom in 2004 to streamline their telecommunications and IT infrastructure. Initially, vCom conducted a comprehensive review of Duane Morris' carrier invoices, reducing over 150 invoices to a single one, significantly simplifying the firm's billing process. Working closely with former CIO John Sroka and his team, vCom ensured the rollout of new local and long-distance services with minimal disruption to daily operations.

In 2014, vCom partnered with Duane Morris' IT team to migrate all TDM-based infrastructure to SIP trunking as part of a global Unified Communications (UC) initiative. This upgrade involved implementing the latest technologies across all US offices, enhancing reliability, scalability, and cost-efficiency. Additionally, vCom integrated Duane Morris' General Ledger (GL) Codes into vManager, vCom's SaaS platform, automating cost allocation, chargebacks, and accounts payable posting directly into the firm's accounting software, saving hours of manual work each month.

vCom also collaborated with Duane Morris' CEO and team to incorporate all mobile expenditures into the vManager software. This integration automated user notifications and provided monthly optimization reports and recommendations, ensuring effective management and optimization of mobile spend. Along with these initiatives, vCom helped Duane Morris manage their network infrastructure and circuits, ensuring seamless connectivity and optimized circuit performance. Through this long-standing partnership, vCom has significantly transformed Duane Morris' IT and telecommunications landscape, driving efficiency, reducing costs, and positioning the firm for continued success in a rapidly evolving technological environment.

RESULTS

Rather than dealing with multiple carriers, Duane Morris now works with one team for design, procurement, implementation, and the consolidation of hundreds of bills into a single invoice for the entire enterprise. This streamlined approach has led to significant cost savings and increased efficiency.

- ✔ Savings per year: \$100,000
- ✔ Reduced bill paying time from 5 days to 3 hours per month

vCom's services have greatly streamlined Duane Morris' processes, enabling the firm to handle more work with the same resources. "We also know exactly what services we have across the enterprise, and what our cost truly is," adds Sroka. "This capability helps the firm run more efficiently on a daily basis, and provides needed simplicity and support for expansion projects to new offices and locations."

