



# Helm Partners: Case Study

## Abrams & Bayliss — Corporate & Business Law

### Impact:

Identified multiple diverse fiber carriers and managed the implementation of a cloud-based communications and collaboration solution with no interruption in service — just in time to support business continuity when the pandemic hit.

### Challenges:

- Upgrading from an outdated PBX phone system to a UCaaS platform
- Did not want total reliance on one fiber carrier in the event of a failure
- Finding a solution with a minimal learning curve that wouldn't overwhelm staff
- Navigating carrier relationship to identify and connect with a secondary carrier and getting that fallback option connected to their building

### Process:

- Reviewed prospective carriers and negotiated pricing
- Identified a primary and secondary carrier to handle Abrams & Bayliss's robust needs
- Helped Abrams & Bayliss source telephony hardware and integrated it with a cloud-based communications and collaboration solution

### Results:

- Provided added functionality and business continuity with no price increase
- Enabled a seamless work-from-home transition

### What Our Clients are Saying:

"The Helm team is professional and responsive. It was a pleasure working with this great group of people. They were a true partner from the inception through the final rollout of the project. The team took the time to fully understand the functionality that we needed and wanted from the new system. As a result, we were able to hit the ground running when our numbers ported."

*Jean Ann Chaney, Chief Operating Officer, Abrams & Bayliss*

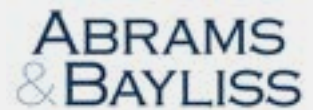
It starts with a conversation...

For more information, get in touch at

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### Client Profile:



#### Industry: Legal

Abrams & Bayliss is a corporate and business law boutique that focuses on high-stakes litigation support and transactional advice

Represents corporations, stockholders, directors, and executives in a wide range of litigation and transactions

*Helm Partners is a vendor-agnostic strategic consulting firm providing detailed analytics, market-driven intelligence, and dedicated resources to quickly and effectively deliver value in the telecommunications space.*

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