



# Helm Partners: Case Study

## Barton Partners — Architectural Firm

### Impact:

Modernized communication system from an outdated phone system to a unified communication platform with minimal impact to business operations.

### Challenges:

- Service issues with current phone system
- Multiple variables to navigate in choosing a new system

### Process:

- Conducted a site infrastructure assessment
- Reviewed current contract, cost, and service inventory, as well as resource availability (personnel commitments, project prioritization, future planning)
- Conducted interviews with team members to identify needs, challenges, and opportunities
- Performed a GAP analysis comparing current phone system/infrastructure to a future system
- Created a business use case to simplify and improve user experience

### Results:

- Successful integration of a unified communication system for the firm

### What Our Clients are Saying:

"When our outdated phone had a number of service issues, our company began to look for a new phone vendor and phone system. With so many variables in selecting a new phone system, we honestly didn't know where to start. Then we found Helm. The transition was simple, and Helm team members were available for questions, hand-holding, and training. The service level since our inception has been exceptional and continues to this day."

It starts with a conversation...

For more information, get in touch at

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### Client Profile:



### Industry: Integrated Architecture Design

Barton Partners is an integrated design firm dedicated to enhancing the value of its projects and the physical environments in which they reside.

Focuses on both residential and commercial/mixed use projects and integrating urban design, architecture, landscape architecture, and interior design into one cohesive unit.

*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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