



CASE STUDY

LAW FIRM WITH MULTIPLE OFFICES GAINS RELIABILITY & EASE OF USE



Client :
Masgras Professional Corporation

Industry:
Legal

SUMMARY

Masgras Professional Corporation is a law firm based in Toronto, Kitchener, Mississauga, and throughout Ontario.

They are dedicated to providing high-quality legal services in Personal Injury Law, Business Law, Citizenship and Immigration. They needed a reliable and scalable UCaaS solution that could enhance their business communication and provide a unified platform for all their employees indifferent countries to connect with clients seamlessly. After evaluating multiple options, Masgras Professional Corporation selected PanTerra Networks' cloud-based UCaaS platform, PanTerra Streams. The implementation of PanTerra Streams was smooth and hassle-free, and Masgras Professional Corporation has been very satisfied with the results.



PanTerra's Unified Solution included

Phone Systems



Transfer Calls



Emergency Calls



Easy Set Up / Ease Of Use



THE CHALLENGE



Inefficient communication channels

Law firms face multiple communication channels that are not integrated, leading to confusion and decreased productivity. For instance, using different communication tools like email, phone, and fax may lead to missed messages or critical information



Difficulty in collaborating remotely

The legal industry is increasingly moving towards remote work, and firms may struggle with a lack of communication and decreased collaboration between team members, which can hinder productivity and result in missed deadlines.



Inability to quickly respond to customer needs

Difficulty in responding quickly to client needs due to ineffective communication channels or a lack of visibility into client needs may result in dissatisfied clients and lost business.



Lack of integration between different communication tools

Using multiple communication tools that do not integrate can lead to confusion and decreased productivity. For instance, using different tools for voice, text, chat, and file exchange may lead to confusion and missed messages.



Costly and complex on-premise hardware and software solutions

Law firms may struggle with the high costs and complexity of maintaining on-premise hardware and software solutions for communication and collaboration needs. This can be a barrier to small and medium-sized firms that may not have the resources to invest in such solutions.



IMPLEMENTATION

Masgras Professional Corporation faced challenges in managing communication channels and collaborating remotely due to multiple communication tools that were not integrated, leading to confusion and decreased productivity. To address these challenges, the law firm decided to implement PanTerra Networks, a cloud-based UCaaS platform, to handle their voice, text, chat, and file exchange needs.

The onboarding process was very interactive and detailed. The team at PanTerra made porting numbers very easy, and Masgras Professional Corporation was up and running in a very short time. The streams and the onboarding and education provided by PanTerra Networks allowed the law firm to quickly integrate all of their communication channels, making it easier for employees to communicate with each other and with clients.



USE CASES

Masgras Professional Corporation uses PanTerra Streams as both their internal and external calling system. They also use the fax service to send and receive faxes. The ability to connect with all of their employees in all the countries they work in has brought the company closer. Since this is a virtual call system, Masgras has some employees who work in India call their clients as though they are local.

The managing call flow, faxing, call transfers, and answering service provided by PanTerra Streams has allowed Masgras to quickly respond to customer needs and provide them with excellent service. The unified communications features of the platform have ensured that the law firm has never had an issue with dropped calls or poor call quality, making their business communication more dependable. The team at Masgras Professional Corporation is very happy with PanTerra Streams and would recommend it to anyone looking for a platform that is great for managing their business and works well as a call center management system



Integrate multiple communication channels into a streamlined process



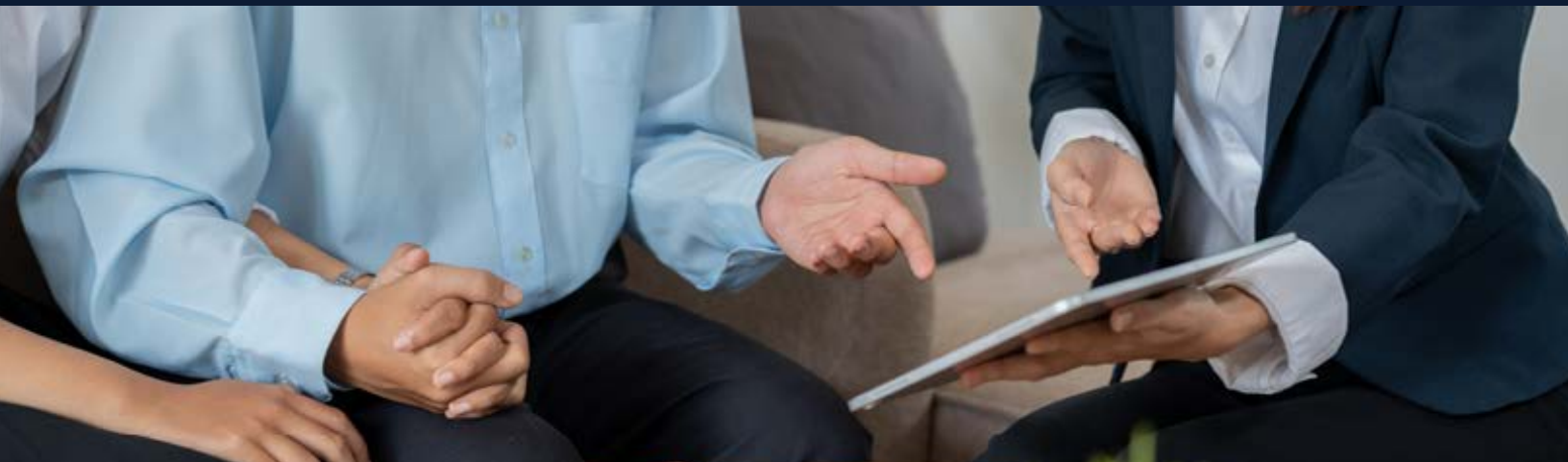
Improved productivity



Better remote collaboration



Faster response to customer needs



BENEFITS TO LAW FIRMS FOR USING PANTERRA NETWORKS.



Streamlined communication channels

By using PanTerra Networks, Masgras Professional Corporation consolidates all of their communication channels into a single, easy-to-use platform. This helps reduce confusion and increased efficiency, allowing employees to communicate and collaborate more effectively.



Improved collaboration

PanTerra Networks provides a range of tools that can help facilitate collaboration among team members, including voice, text, chat, and file sharing capabilities. This can be particularly helpful for remote workers, allowing them to stay connected and work together more effectively.



Better Customer Service

With PanTerra Networks, Masgras Professional Corporation can respond to customer needs more quickly and effectively. The platform provides real-time communication and collaboration tools that can help ensure that customers are served promptly and efficiently.



Simplified Management

With PanTerra Networks, Masgras Professional Corporation can manage all of their communication and collaboration needs from a single, centralized platform. This can help reduce complexity and lower costs, as there is no need to manage multiple hardware and software solutions.



Cost savings

Because PanTerra Networks is a Highly Secure Cloud Based Network, Masgras Professional Corporation can avoid the high costs of on-premise hardware and software solutions. In addition, the platform's pay-per-user pricing model means that companies only pay for what they need, making it a more cost-effective solution for small to medium-sized businesses.

SUPPORT AND FUTURE PLANNED USES

PanTerra Networks provides excellent customer support, including 24/7 support and a dedicated account manager for each customer. Masgras Professional Corporation found that PanTerra's support team was highly responsive and knowledgeable, quickly resolving any issues that arose.

As Masgras Professional Corporation continues to grow and expand its operations, they plan to take advantage of additional features offered by PanTerra Networks. This includes exploring new collaboration tools and integrations, such as video conferencing and integrations with other software tools commonly used by law firms. They also plan to continue using PanTerra's analytics and reporting tools to gain deeper insights into their communications and collaboration practices, and identify areas for improvement.

Overall, Masgras Professional Corporation has found PanTerra Networks to be a highly reliable and effective solution for their communication and collaboration needs, with strong support and a range of useful features that continue to help them improve their operations.



USE CASES FOR UCAAS PLATFORMS

Law firms like Masgras can benefit from using PanTerra's cloud-based UCaaS platform to streamline their communication channels, increase collaboration between team members, improve their ability to respond to customer needs, and reduce costs associated with on-premise hardware and software solutions, and improve their overall efficiency and productivity.

1. Improved collaboration and communication

Like Masgras, other law firms can use the PanTerra UCaaS platform to improve collaboration and communication between team members, regardless of their location. The platform offers a wide range of features, including voice, video, messaging, file sharing, and more, which can help lawyers and staff members stay connected and informed.

2. Streamlined client communication

Law firms can use the PanTerra UCaaS platform to provide a more streamlined communication experience for their clients. With features like video conferencing, chat, and file sharing, law firms can easily share documents, hold meetings, and stay in touch with clients, no matter where they are located.

3. Enhanced security and compliance

Law firms deal with a lot of sensitive and confidential information, so it's important to ensure that their communication and collaboration tools meet industry-standard security and compliance requirements. The PanTerra UCaaS platform offers robust security and compliance features, such as end-to-end encryption, data retention policies, and compliance with HIPAA, FINRA, and other regulatory standards.

4. Enhanced security and compliance

By using a cloud-based UCaaS platform like PanTerra, law firms can reduce their IT infrastructure costs and improve their overall cost efficiency. The platform offers flexible pricing and billing options, as well as a pay-as-you-go model, which can help law firms save money and avoid the high upfront costs associated with on-premise hardware and software solutions.

5. Scalability and flexibility

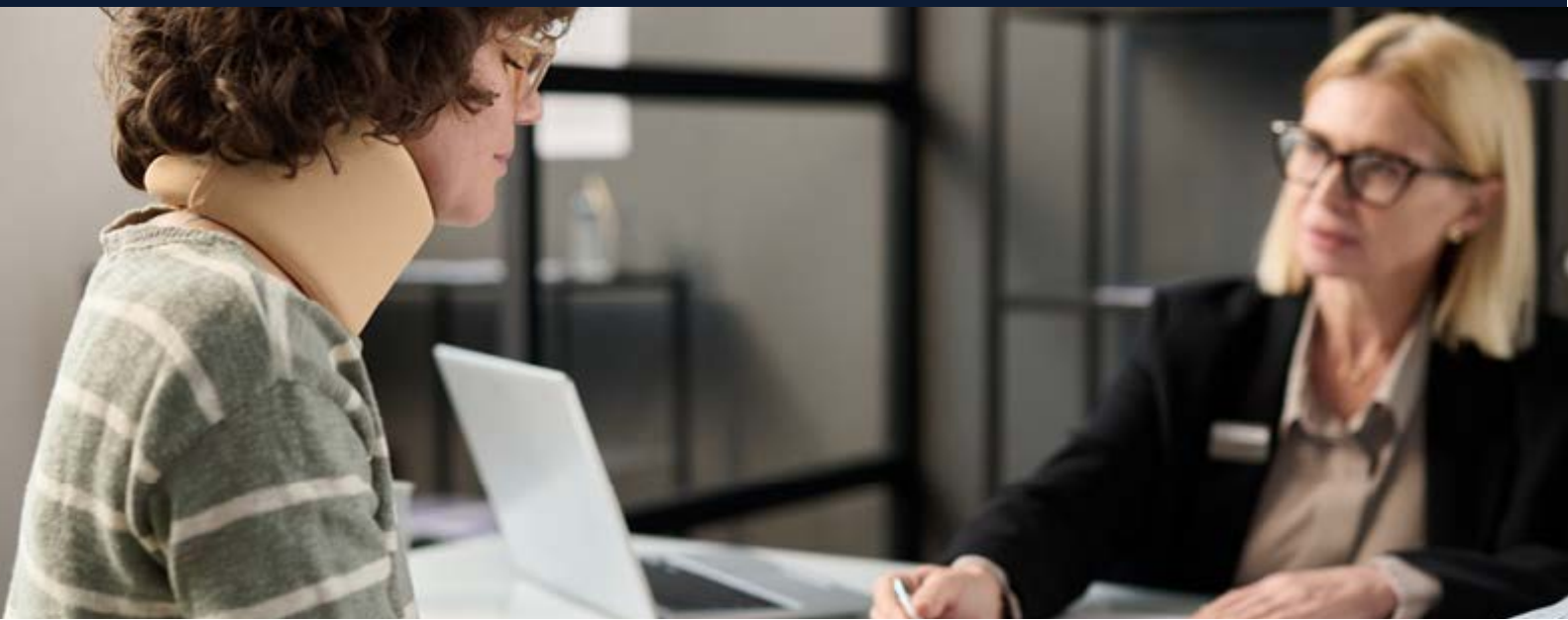
Finally, the PanTerra UCaaS platform is highly scalable and flexible, which means it can grow and adapt to meet the changing needs of law firms over time. As law firms grow and expand their operations, they can easily add new users, features, and capabilities to the platform, without having to worry about infrastructure upgrades or other costly changes.

WHY MASGRAS PROFESSIONAL CORPORATION CHOSE TO USE PANTERRA

Masgras Professional Corporation chose to use PanTerra's UCaaS platform because it addressed their specific communication and collaboration needs. As a law firm that deals with personal injury cases, efficient communication is critical to ensure that they can provide the best service possible to their clients. The platform's ability to integrate multiple communication channels, including voice, text, chat, and file exchange, into one centralized platform made it easier for Masgras to manage and respond to client needs in a timely manner.

Moreover, the platform's cloud-based nature provided the flexibility and scalability necessary to meet the needs of the firm's remote work setup. It allowed team members to collaborate seamlessly from anywhere, eliminating the potential for missed deadlines or a lack of communication that can hinder productivity. Additionally, the platform's ability to provide advanced analytics and reporting helped Masgras better understand their clients' needs, further improving their service.

In summary, Masgras chose to use PanTerra's UCaaS platform because it addressed their specific communication and collaboration challenges, while providing the flexibility and scalability required to support their remote work setup. The platform's ability to integrate multiple communication channels and provide advanced analytics and reporting also helped the firm better serve their clients.



IN THE CUSTOMER'S WORDS

Return on Investment

- The system is dead reliable. We've not experienced a single outage in 2+ years.
- Little to no upfront implementation costs.
- Your communication system travels wherever you are. No fear of missing an important call if not at your desk.
- Total cost comparable to, or less than, local phone / cable phone systems.
- Readily scalable as new users are added.



“

“Proud to Be Using Pan-Terra, the Best UCaaS Platform On the Market”.

Jeffrey Chupa
Legal Project Manager

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Pros



Voice



Text
Messaging



Chat



File Sharing



Unified
Communication



Read the full review >>

CONCLUSION

After evaluating various UCaaS solutions, Masgras Professional Corporation chose PanTerra Networks to improve their communication channels and collaboration among their team members. By implementing PanTerra's cloud-based UCaaS platform, Masgras was able to quickly respond to their clients' needs, increase productivity, and reduce costs associated with maintaining on-premise hardware and software solutions. Furthermore, the ease of use and intuitive interface of PanTerra's platform allowed Masgras to better support remote work, a critical need during the pandemic.

The bottom line is that by choosing PanTerra, Masgras was able to enhance its ability to provide exceptional legal services to its clients. With an efficient and reliable communication and collaboration platform in place, Masgras can focus on what matters most - advocating for their clients who have been seriously injured or lost a loved one due to the negligence of others

Jeffrey Chupa, the Legal Project Manager who led the phone migration to PanTerra at the International Law Firm of Masgras Professional Corporation, found the PanTerra Networks Platform to be a "high-quality platform that does everything that we need" and appreciates its ease of use, integration, and customization options. He notes that "PanTerra Networks stands head and shoulders above the competition in their ability to integrate all of the necessary functions," and describes the platform as "the best product on the market."

Chupa considered several other UCaaS solutions before ultimately choosing PanTerra, including RingCentral and Nextiva. However, he found that PanTerra was the most comprehensive solution, saying that "we chose PanTerra because it offers the best combination of features and price, and is much more customizable than its competitors."

Overall, Chupa is extremely satisfied with PanTerra and highly recommends it to other businesses looking for a comprehensive, customizable UCaaS solution. As he puts it, "We have been very happy with the results, and are proud to be using the best product on the market."



See It For Yourself

[Book a Demo](#)

panterranetworks.com

