



# CHESAPEAKE TELEPHONE SYSTEMS

customer experience



## COUNCIL, BARADEL, KOSMERL & NOLAN, PA

*"There have been amazing improvements in telephone systems over the years – and Chesapeake has been helping us keep pace for the past 11 years. We're especially pleased with our new IP Teleworking arrangements – they let us work from home as if we were sitting right in the office."*

—Ron Baradel

Partner  
Council, Baradel, Kosmerl & Nolan, PA

### AT-A-Glance

#### Customer

- Law Firm

#### Solutions

- Mitel 3300 IP phone system
- Mitel Teleworker module
- HP ProCurve data switch
- 50 interactive IP speaker phones
- Unified Messaging
- Voice Processing
- ISDN PRIs with DID and Caller ID
- Power over Ethernet
- Integrated paging

#### Key Benefits

- Ability to expand and grow
- Work at home
- Improved messaging and internal communications
- Administrative control

### Established legal experts

One of the region's premier law firms – Council, Baradel, Kosmerl & Nolan – has established a reputation for excellence in Annapolis and Anne Arundel County. In extending the firm's legal expertise to businesses, individuals, associations and governments, the partners are committed to providing all clients with thorough, professional and cost-efficient services. The firm serves clients throughout the Baltimore-Washington metropolitan area, Southern Maryland and the Eastern Shore, and engages in trial practice in all county, state and federal courts.

### New ways of working

The firm's Annapolis offices were bursting at the seams as rapid growth forced a search for more real estate. Fortunately, more office space was available on another floor in their building, and Chesapeake was invited to the planning table. Having outgrown their old phone system, the firm wanted a solution that would grow with them. Chesapeake designed a Mitel 3300 IP phone system, connected to an HP data switch that unified their IP-based voice and data networks. Now the firm has their pick of advanced tools like speech-enabled applications, unified messaging, telephone, PC, PDA productivity tools, mobility solutions, voice and video conferencing, and contact center solutions.

### More billable time

Billable hours is what rings any law firm's register, so outfitting lawyers' homes with the extended capabilities of the Mitel 3300 IP phone system was an important requirement for Ron Baradel, the firm's lead partner on voice technology. Chesapeake's team engineered a custom Teleworker solution, enabling an attorney's home office phone and Annapolis office phone to ring at the same time. Their clients can't discern where the calls are being handled – they just know they're getting great service.

### Nolo Contendre

With its new unified communications system, the firm's attorneys communicate more efficiently with clients and the firm saves money. Attorneys especially enjoy the flexibility of working at home and are more productive. It's no contest – with Chesapeake's technology expertise behind it, the firm can more easily tip the scales of justice for their clients.

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