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Frank Norton
*Director of Information Technology
Morrison Mahoney LLP*

Industry:

Legal

Size:

375 Employees

Location:

Headquartered in Boston, MA

Web site:www.morrisonmahoney.com

Morrison Mahoney LLP

Customer

For more than 60 years, Morrison Mahoney LLP has been committed to serving their clients' needs and working to achieve their desired goals and objectives. With 160 attorneys and nine offices, Morrison Mahoney is recognized as one of the leading litigation firms in the Northeast.

The firm works with their clients in diverse practice areas, including commercial and business litigation; product liability and tort litigation; construction; environmental; hospitals and health systems; employment and labor; professional liability; insurance and reinsurance; emerging business; regulatory and transactional; property; transportation law; and workers' compensation. Morrison Mahoney has expanded their practice along with the changing world economy to provide business advice, counseling, and litigation support to their corporate clients.

Situation

Morrison Mahoney's previous network infrastructure revolved around their Boston headquarters and point-to-point connections to their eight other facilities throughout the Northeast and Great Britain. Because each location was directly connected to the headquarters, Boston remained a single point of failure – an unreliable and hazardous situation. The inability to identify points of failure, coupled with a lack of reporting capabilities, also made it difficult for Morrison Mahoney to confidently continue with a point-to-point infrastructure.

According to the Director of Information Technology Frank Norton, "It is imperative, especially as a law firm, that incoming calls successfully reach our receptionist. If a potential client hears a busy signal, he/she will most likely hang up and call another firm." In order to ensure voice redundancy, Morrison Mahoney turned to a telecommunications consultant.

"PAETEC has taken a previously unreliable, but nevertheless mission-critical part of our network and put it on the front burner, making it reliable and manageable."

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Situation (cont.)

PAETEC Sales Representative Edward McQuillan was introduced to Morrison Mahoney through the telecommunications consultant, offering the firm exactly what they needed.

Mr. Norton stated, "We looked at three other carriers, but no one else could fit the footprint that PAETEC's Multi-Protocol Label Switching (MPLS) Virtual Private Network (VPN) product provided." PAETEC Technical Consultant Shawn Cooke was also involved in process, initiating weekly implementation meetings to appropriately plan for the cutover.

PAETEC provided Morrison Mahoney with MPLS VPN with Quality of Service (QoS), connecting each of their locations and providing data redundancy.

Solution

PAETEC's MPLS VPN with QoS allows Morrison Mahoney to transfer data applications over PAETEC's secure, private IP network. QoS prioritizes each data application, allowing time-sensitive and mission-critical applications, like site-to-site Voice over IP (VoIP), to take precedence over Web browsing, e-mail, and other less time-sensitive applications. PAETEC's MPLS VPN also provides Morrison Mahoney with a meshed network, connecting each site and every other site, resulting in data redundancy.

"The number one reason Morrison Mahoney chose PAETEC was because their MPLS VPN product took away our single point of failure, which was Boston," Mr. Norton stated. "We had no redundancy or disaster recovery plan, and now, thanks to PAETEC, we have a plan in place to mitigate adverse effects in the event of an outage."

"The implementation went very smoothly," stated Mr. Norton. "There was no need to reschedule any install times due to faulty lines. PAETEC even offered a Managed Router Support, so other than adding a few configuration commands into the router during the initial setup, PAETEC took care of everything."

Solution (cont.)

In addition to a meshed network configuration, PAETEC also provided the firm with bandwidth utilization reporting capabilities, through PAETEC's customer interface, PAETEC Online. "We can now monitor the bandwidth levels of each office – a prerequisite for Morrison Mahoney," said Mr. Norton.

Morrison Mahoney's PAETEC Account Manager Peter Faber was helpful during the opening of the firm's newest office locations. According to Mr. Norton, "Peter came out to the site when we started, and went over any questions that I had. It's probably good that I haven't needed to talk to him on a regular basis, because that means we haven't encountered any problems." Mr. Norton is also appreciative of PAETEC's unmatched customer service levels, and stated, "I really admire and respect the service that we're receiving from PAETEC."

He continued, "Customer support and technical consultants can vary, but if the service is not reliable, the provider is not worth staying with. PAETEC is worth it, because it provides uncompromised reliability in their services."

Result

As a result of the implementation of PAETEC's MPLS VPN product, Morrison Mahoney has experienced dramatic cost savings. "After PAETEC evaluated our network services, it was determined that the size of our business did not warrant the use of full T-1s," stated Mr. Norton. "With the implementation of PAETEC's MPLS VPN in place of our previous point-to-point connections, we have reduced our bandwidth costs and experienced savings of 60%."

Today, Morrison Mahoney's nine locations are connected by PAETEC's MPLS VPN, and the company plans to implement PAETEC's Long Distance and Conferencing Services. Since their initial agreement with PAETEC, Morrison Mahoney has opened two new offices. "Any time we expand or change our services, we are looking to continue our partnership with PAETEC," said Mr. Norton.

Result (cont.)

With a redundant data network, backed by PAETEC's superior customer service, Morrison Mahoney is now confident in their communications infrastructure. Mr. Norton concluded, "PAETEC has taken a previously unreliable, but nevertheless mission-critical part of our network and put it on the front burner, making it reliable and manageable."