

SUCCESS STORY

P B M

PBM Attorneys-at-Law Ltd Installed by EyeTeK Sàrl

Why did you switch to a new telephony solution?

Our partner EyeTeK, who provides us with our ERP system « ForenSys® », introduced us to the operator peoplefone and its telephone solution peoplefone HOSTED. The solution seemed very interesting at first sight and the price very competitive.

Which solution did you choose?

As mentioned in the previous question, we opted for the peoplefone HOSTED solution, which could be deployed in test for 30 days, which is extremely reassuring during such a project. The solution quickly convinced us thanks to its functionalities and the possibility of integration between telephony and our ERP « ForenSys® » which is a huge advantage.

How was the cooperation with peoplefone and the installation partner?

Our partner EyeTeK, together with peoplefone, took care of the offer phase as well as the commercial part of the project in an efficient and fast way. Once the project was validated, peoplefone proposed us a technical partner for the integration and configuration of the peoplefone HOSTED solution. We were very impressed that with the collaboration of the technical partner we could do a lot of things by ourselves and now we have full access to the technical parameter of our telephone solution. With peoplefone it is possible to set up your telephony with the help of a technical partner or completely autonomously if you have a good knowledge in this field.

How satisfied are you with the new solution?

We are now fully satisfied with our peoplefone HOSTED solution which meets our expectations very well, and we have also recommended it to other colleagues for their own law firm. Thanks to peoplefone, we have been able to optimize our costs, which is not negligible, but above all we have a solution which is stable, and which meets our needs in terms of telephony.

Interview with Hassan Barbir, Managing Partner at PBM Attorneys-at-Law Ltd