

CPaaS deployed and in use within days to meet regulation deadline!

Top Statistics



Unique 24/7 automation set up in less than 30 days.



Multiple systems connected with clarity and security.



Over 700 calls were handled around the clock.

Challenge

Barrett Daffin Frappier Turner & Engel, LLP (BDF Law Group) is a law firm based in Addison, TX who specializes in foreclosures, bankruptcies, and eviction litigations for mortgage companies in the US. They had received about a 30 days' notice so Ron Llewellyn Executive Vice President of Solution Delivery, and Paul Sissom Vice President of IT Infrastructure, needed to find a solution that was secure. They also needed to find a solution that allowed California tenants, or borrowers, to call in and determine the status of their file before it went to foreclosure sale. With a short timeline and a new regulation, they reached out to their provider, Cisco, who recommended IntelPeer's services as the best solution for the timeline. IntelPeer swiftly created a proof of concept for Llewellyn and Sissom, and the partnership took off.

Case Study

Solution

BDF Law Group needed a solution to interact with their existing platforms, but wouldn't take weeks or months to implement. IntelPeer was the right option, using Communications Platform-as-a-Service (CPaaS) and Managed Solutions. IntelPeer and BDF Law Group were able to complete the solution in just a few days, and both Llewellyn and Sissom adjusted to CPaaS with ease.

There was minimal setup or configuration for BDF Law Group, and the solution was uncomplicated and secure.

Results

Sissom and Llewellyn were impressed by IntelPeer's flexibility, speed, and service in getting the system operating quickly. IntelPeer's solution connected all the right systems to send out real-time automated notifications with the required new regulatory information to clients per the new California laws.

Once the 24/7 automation was set up, BDF Law Group could see the system was working in real-time with hundreds of calls resolved without straining other business resources.

Llewellyn admires "the simplicity of it, the configurability of it, and the robustness of it. I mean, it's been up 24 hours, seven days a week without missing a beat ... being able to do that, again, I can't stress enough in that short, short period of time, was huge for us, and meant we were way ahead of the curve."

BDF Law Group is brainstorming new ways they can automate repetitive tasks to not only stay compliant but also to make internal processes more efficient. They recognize the scalability and capability of IntelPeer's CPaaS and look forward to uncovering more applications for their business.

"I think what I appreciate the most is just not having to worry about the operational side of it, because that's what my job is. I need to make sure things are up, functioning, dependable, reliable, and repeatable." – Paul Sissom, Vice President of IT Infrastructure

"[IntelPeer is] very good at listening and understanding the need and not necessarily trying to sell a solution into every single scenario." – Paul Sissom, Vice President of IT Infrastructure

"Overall, creating the solution was really easy." – Paul Sissom, Vice President of IT Infrastructure

"It really took up work that would have been added to the business and just totally took that off of their plate." – Ron Llewellyn, Executive Vice President of Solution Delivery