

Case Study: Yount, Hyde & Barbour



VoDa Networks helps a prominent Virginia CPA firm save its way to a complete voice and data network makeover.

Yount, Hyde & Barbour (YHB) is a well-established firm of certified public accountants and consultants serving clients throughout Virginia, West Virginia and Maryland since 1947. With a diverse team of more than 160 professionals working from offices in Winchester, Culpeper, Leesburg, Middleburg and Richmond, it is one of the largest CPA firms in Virginia and one of the fastest growing CPA firms nationally. Nineteen of the firm's CPAs have made the "Super CPAs" list compiled by the Virginia Society of Certified Public Accountants (VSCPA) and Virginia Business magazine.

Like many successful companies, YHB had outgrown its voice and data networks and knew it needed to thoroughly re-design and upgrade its systems to take advantage of the latest technologies to better serve its expanding client base. Faced with a confusing array of complex technologies, compounded by conflicting promises and rate structures from telecom and data network vendors, YHB just wasn't sure how best to proceed.

VoDa Networks CEO Mike Berg recognized the dilemma when he got the first call from Bryan Veilleux at YHB three years ago. Veilleux had recently been hired as IT Manager at YHB, and he was following up on a note from his predecessor to "call Mike Berg" if he had any questions about Verizon. Veilleux knew he needed a T1 line, so he called Mike.

That initial call was the beginning of a long-standing relationship between VoDa Networks and YHB. In the years since then, working closely together as a team, Veilleux and VoDa Networks developed a comprehensive strategy that would accomplish a complete makeover of both YHB's data and voice networks at an affordable price and a sustainable pace.

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*—Bryan Veilleux, IT Manager
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VoDa Networks. Engineered for Your Business

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Case Study: Yount, Hyde & Barbour (cont.)



Saving Money

They began by saving money. By taking on the sourcing of all its network requirements, VoDa Networks was able to help YHB save more than 30 percent on its monthly communications bill and re-allocate the savings toward new network equipment. There was a lot to be accomplished.

The first item on the agenda was to create a more efficient network on the data side that included disaster recovery capabilities built into it. The YHB network was in a local hub and spoke configuration connected by point-to-point T1.

"They had no safety net underneath," Berg recalls. "If the main location's circuit went down it would take the whole network with it."

VoDa also found that YHB was paying Internet access charges that were based on rates from 1997. The savings accomplished by switching to more affordable Internet rates helped VoDa reconfigure YHB's network in a meshed environment that provided fault tolerance and high availability.

YHB needed a voice system that reflected its prominent position in the business community. What they had was standalone plain old telephone service, or POTS, which put each branch a long distance call away from one another. Clients who called a CPA at one of YHB's offices had to be asked to hang up and use another number to reach a CPA at another branch. Besides being able to transfer calls with direct dial between branches, YHB CPAs, who often work onsite with clients, needed remote access to both voice and data networks. Meanwhile, fax machines at all the branch offices were pouring out paper faxes that needed to be collected and sorted, and often re-routed by hand.

Veilleux knew there was a better way and VoDa Networks helped him design and implement it. "Mike and his team have worked wonders for our accounting firm," Veilleux summarizes. The responsiveness, attention to detail and trusted advisor relationship he has with VoDa Networks makes him feel, he says, "as if I am their only client."

VoDa Networks makes a lot of its customers feel that way. Because it is completely vendor independent, VoDa Networks can draw on its understanding of network technology and search among more than 50 blue chip telecommunications carriers and hardware vendors to find the right one for each client.

The voice system VoDa found for YHB, for example, is provided by Inter-Tel, a Mitel Company and it has delivered all the feature-rich functionality of Unified Communications. Now instead of asking clients to hang up and call another number to reach one of their branches, YHB receptionist can see on their computer consoles who is available and transfer calls seamlessly with direct Five-digit dialing between branches.

CPAs working at a client site can now dial into a Virtual Private Network (VPN) connection to listen to voicemail, retrieve email and access the company's data network. Voicemails and emails can also be sent directly to their Blackberry and Motorola Q devices when they are on the road.

Back at the branches, meanwhile, unified faxing has liberated YHB staff from spending hours every day at the fax machine. Faxes arrive as electronic files and can be dispatched to the right person efficiently and securely as email attachments. (Continued on next page)

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Eliminating Complexity

Veilleux is as pleased with VoDa Networks comprehensive service as his end users are with their new unified communications features. "VoDa eliminated all the complexity," he says. "With other providers our bills on the data side were never the same every month. Something was always fluctuating in price. With VoDa I know what I'm paying every month. It's the same exact amount." And, Veilleux adds, "If I have any questions on the voice side I email it to VoDa and they go to bat for me: they contact the provider and take care of everything... so I don't have to. VoDa has been a really good advocate for us."

Veilleux is continuing to explore new functionality with Voda Networks. He's looking into a hosted web conferencing system, for example, and currently in discussions with VoDa regarding 24/7 monitoring of YHB's networks. "Voda Networks is a one-stop-shop for all my networking needs," he says. "Anything I ask, I know they are going to be able to provide, and not only provide but also support. They're my number one networking resource."

VoDa Networks

Your Network, Your Way.™

VoDa Networks is a leading provider of standalone and bundled telecom services with a focus on the rapidly changing needs of business. VoDa has partnered with market leaders to offer a range of products including, Broadband Solutions, Multiple Location Solutions, Network Security, VoIP and traditional Voice Service and Hosting Services. With headquarters in New York, VoDa provides nationwide and global service with a single point of contact and a single bill. More information about VoDa Networks is available at <http://www.VoDaNetworks.net>.

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