

CASE STUDY

# Empowering the Law

The Ottinger Firm specializes in protecting the rights of employees and fighting injustice in the workplace. For over a decade, the firm has represented current and former employees in their pursuit of fair treatment and compensation. Ottinger helps employees benefit from the rights guaranteed to them under state and federal laws.



The US legal services industry includes 200,000 firms with combined annual revenue of over \$200 billion. Highly fragmented, the largest 50 law firms generate less than 15% of total revenue. Demand for commercial and civil legal transactions has dipped with recent economic struggles, as entities are conserving cash for operations. Although large firms have some advantages, smaller firms compete successfully by providing specialized expertise and operating within a specific geography. Law firms are increasingly adopting hosted communications solutions to gain an edge in the competitive local market.

## OTTINGER

**At a Glance**

The Ottinger Firm  
*San Francisco, CA*  
*New York City, NY*

The Ottinger Firm challenges illegal labor practices in companies of all types and sizes.



## PROMOTING FAIR TREATMENT OF EMPLOYEES

The Ottinger Firm handles all aspects of employment law including Overtime Pay Recovery, Employment Discrimination, Retaliation, Sexual Harassment, and Severance Package Negotiation.

## THE RIGHT TO WORK

Robert Ottinger owns and manages The Ottinger Firm, a law firm specializing in employee rights. A growing organization, The Ottinger Firm practices employment law in a dynamic and ever-changing workplace environment.

“Since 1999, we have focused on just one thing - helping employees. We are one of the nation’s leading employee rights law firms with offices in New York and San Francisco.” says Robert.

With employees working in the office on both coasts, on the road, and at home, Robert needed a lot of flexibility in their communication system. Their existing solution of analog business lines from a national telecommunications carrier was simply not up to the task. There was not any way of connecting remote and home-based workers to the rest of the company.

As Robert looked at the options available to his business, he realized VoIP (Voice over Internet Protocol) offered many of the features that would help his business run more effectively. With such a distributed workforce, Robert needed the power and flexibility of an advanced PBX system without the large capital outlay required by most systems.

## THE VERDICT IS JIVE

After comparing various business VoIP providers, Robert selected Jive Hosted VoIP for his firm. Jive consolidated all employee phones into a single cohesive solution. All of his employees were now connected via the same extension scheme, and reachable through the firm’s main Auto Attendant.

“One of our employees works from home. Her clients can call the firm and press her extension number and it is like she is here in the office.”

*“I have a law firm in New York City, and we started using Jive a few years ago after we got fed up with Verizon. Jive provides great customer support and their products work flawlessly. We have never looked back.”*

ROBERT OTTINGER



Robert was also impressed with Jive's mobility features. Jive offers the ability to route calls directly to a user's cell phone, and also forward voicemails directly to email.

"I love the Voicemail-to-Email feature. Whenever I get a voicemail at the office, it automatically gets emailed to my iPhone., so I never miss a thing."

Robert was not only able to significantly improve his employee efficiency, but was also able to cut the firm's phone bill by 38%.

Robert uses the Fine Me/Follow Me feature offered by Jive to improve the flexibility of his distributed workforce Find-Me Follow-Me, along with Voicemail-to-Email and many other features are offered standard with every Jive account at no extra cost.

*"I highly recommend Jive. They also have a great online system that lets you control your phone system and set call forwarding and messaging functions. It is a no brainer."*

ROBERT OTTINGER