

Sheff & Cook's Seamless Transition to Statewide's **Cloud-Based Phone System**

When you pick a phone system, you probably have a list of features you need and want. But none of them include **"it works."**

Because **no one expects to purchase a phone system that doesn't work.** But that's exactly what happened to Sheff & Cook.



SHEFF & COOK

WHO IS SHEFF & COOK?

Sheff & Cook is a leading **personal injury law and wrongful death law firm in Boston**, Massachusetts. Between client calls, depositions, and mediations, they needed a phone system that was functional and reliable.

And they were getting neither from their previous provider. *"They couldn't properly set up the system for two to three weeks,"* recalls Jacki Ryan, their office manager, *"And afterwards, there were several times where we went, no joke, a couple of days without a working phone."*

To make matters worse, nothing could be fixed remotely. And getting a technician to fix it took seven to ten business days. Plus, Sheff & Cook was charged for each visit. It was debilitating.

So, they began reaching out to other law firms. And after one sang the praises of **Statewide Communications**, the team decided to switch.

And it was a night and day difference.

THE STATEWIDE SOLUTION

Statewide Communications helped do away with Sheff & Cooke's **outdated system** and moved them to a **cloud-based** one in just a few days. The transition was seamless, the phone system was functional, and **Statewide offered training to Sheff & Cooke**, ensuring further communication success.

Plus, Statewide's customer support is **proactive and attentive**, with agents calling every month to check in on Sheff & Cooke's phone system. And if they needed any additional features, Statewide would come up with a solution.

"They go out of their way to support us, so much so that our staff is starting to recommend them to other people," Jacki states with a smile, *"They've become our gold standard when it comes to service."*

Need Reliable Communications? Give Statewide a Call!

Launched as a family-owned business, Statewide Communications has spent the last 30 years building our skillset and a top-notch team who can deliver the solutions and support you deserve — no matter if you've got two employees or two hundred.