



# Calm amidst the storm

Nicknamed 'Frankenstorm,' Hurricane Sandy goes down in the record books as one of the most fierce, deadly and costly to strike the U.S. East Coast. With the storm headed their way, Laura Grosso, president of ERSA Court Reporters, refused to let the storm stand in the way of her company's commitment to providing only the highest degree of services throughout the legal community. The company's uncompromising pledge of commitment assures that each client's experience will be one of complete satisfaction.

## ERSA COURT REPORTERS

### Industry

Legal services

### Customer

Main locations in Philadelphia and Allentown, PA

Conference locations in Doylestown and Media, PA

### Challenges

100% connectivity

Unpredictable costs

Lack of continuity

### Solutions

OfficeSuite UC®

### Results

Reliability

Access mobility

Enable business continuity

## Unstable atmosphere

Tired of incurring surprise charges and not having the ability to connect with customers during inclement weather and other emergencies, ERSA Court Reporters went in search of a new phone system that would stabilize costs and implement business continuity initiatives. Laura Grosso, president of ERSA, had the foresight to know that just one disaster could put the company out of business.

"The law doesn't stop," explained Grosso. "No matter what happens, our clients must be able to reach us." In addition, Grosso was frustrated by surprise charges from previous vendors. "We had a maintenance contract, but we kept getting charged extra fees and not receiving the availability of—or level of—support we needed."

## Taking shelter

The solution to ERSA's challenges was a cloud-based phone system from Windstream Enterprise called OfficeSuite UC®. OfficeSuite UC not only controlled and lowered costs, but also gave ERSA the ability to remain available to clients and diminish revenue loss during Hurricane Sandy.

Perhaps the only positive aspect of Hurricane Sandy was having time to prepare. Like the rest of the 60 million people impacted by Sandy, Grosso knew the storm was coming. She switched over ERSA's toll-free numbers so that employees could answer calls from the safety of their homes. "We were able to start preparing at home the Sunday before Sandy hit: emailing clients, rescheduling services and setting up OfficeSuite UC to redirect all our incoming calls to employees working from home."

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“My representatives from Windstream Enterprise recommended that I get softphones so that my team and I could manage calls and voicemail just like we were at the office. Everything that they said came to fruition. It did what it promised to do.”

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The OfficeSuite UC softphone that turns any Internet-connected PC into a fully functional phone also proved to be invaluable to ERSA. “My representatives from Windstream Enterprise recommended that I get softphones so that my team and I could manage calls and voicemail just like we were at the office,” said Grosso. “Everything that they said came to fruition. It did what it promised to do.”

Aside from being available to clients, Grosso’s primary responsibility was keeping her employees safe. “I didn’t put anybody in harm’s way,” Grosso asserted. “I had our whole team prepared for the jobs that could go on during the worst of the storm, yet everyone was able to stay home. Our calls were all answered like we were in the office. It was very easy to do, and I did not have to incur the liability risk of asking my staff to come to the office in hazardous conditions.”

## Anchored and ready to serve

Every client who called into ERSA Court Reporters the week Hurricane Sandy hit the Northeast was shocked—they could not believe everyone at ERSA was in the office. What the clients did not realize, however, was that no one at ERSA Court Reporters was physically in the office. Philadelphia Mayor Michael Nutter declared a state of emergency for the city of Philadelphia and encouraged everyone to stay off the roads. So, the staff at ERSA stayed home—yet they kept ERSA open for business.

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“The city of Philadelphia—and all our neighboring businesses—shut down, but we were able to remain open and available to our clients,” said Grosso. “We accomplished some jobs when our competitors could not even operate. It would not have been possible to function during the storm with our previous system.”

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“If our building goes down for any reason, we can still operate. Having a system like OfficeSuite UC that allows us to work from home is invaluable. Some of our clients were so impressed that they asked me how we remained open when everyone else was closed. I told them, ‘Because of OfficeSuite UC!’”

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“Customer service is what matters to the clients—they were shocked we were answering their calls. People were pleasantly surprised. We got a lot of ‘Wow, thanks! This is great.’ It showed clients we were there for them when other agencies couldn’t even answer their calls. And OfficeSuite UC made it all very seamless—clients didn’t know our office was closed. They thought we were all there.”

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### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today’s most complex networking and communication challenges.

To learn more about  
Windstream Enterprise, visit  
[windstreamenterprise.com](http://windstreamenterprise.com)

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