



**CLIENT:** Dobin Law Group  
**EMPLOYEES:** 2  
**LOCATION:** Jupiter, Florida  
**PLATFORM:** Nextiva Pro Plus

## CUSTOMER OVERVIEW

For the last decade, Dobin Law Group has been providing law services in Jupiter, FL, near West Palm Beach. Focusing on mediation, regulatory issues, and arbitration, the firm's notable case load might lead one to assume that Dobin Law has at least several employees working under their roof. In reality, it's just Marc S. Dobin working out of his home office.

## DILEMMA

Dobin Law's mission has always been to provide large law firm quality with personalized attention. His previous VoIP provider was more expensive and charged by the minute, and his previous fax provider's service level had declined significantly in his view. This wasn't up to par with the exceptional service Dobin needed for his practice.

"The fax service I was getting had declined to the point where it was getting unusable. Sometimes I couldn't send faxes. It was a disaster."

Since his previous VoIP provider didn't offer one price, all-in-one fax and phone services, Dobin's bills were inconsistent depending on how heavy his phone usage was

## FAVORITE FEATURES



Reliability



Nextiva App



Amazing Service

“ The Nextiva call quality is phenomenal. It's like somebody's right next to you. ”

- Marc S. Dobin, Founder, Dobin Law Group

for the month. He decided it was time to start looking at other options. In addition to researching the technical components his firm needed, Dobin took into consideration the future of his practice, as he was in the process of completely transferring his public office over to his home office.

## RESOLUTION

Having the flexibility to work from anywhere without sacrificing call quality was one of Dobin's main objectives, so he started researching other Voice Over IP services. That's when he found Nextiva.

For Dobin, whose day centers around the creation of documents and communication, clear and reliable service is essential, and he loves that he gets the same quality call service wherever he goes – even when he's across the country visiting his grown children in Seattle – which he says reflects well on his practice.

Dobin says his new system also gives him the option for flexible contact methods. With the app installed on his phone and computer, and an additional Polycom phone in his home office, there's no shortage of ways to reach him. Dobin says he always strives to achieve some kind of efficiency, both in life and for his practice, and Nextiva has given him the freedom and flexibility to do just that.