



CLIENT: West Coast Trial Lawyers

EMPLOYEES: 30

LOCATION: Los Angeles, CA

PLATFORM: Nextiva Office Pro

“ We get calls from all different types of people, and we work 24/7, so even when you’re not in the office, you’re still getting phone calls. ”

- Imahn Nadim, West Coast Trial Lawyers, Office Manager

CUSTOMER OVERVIEW

Founded in 2014 in Los Angeles, California, West Coast Trial Lawyers provides tailored services to around 3,000 clients per year. With over 40 years of collective attorney experience, a multilingual staff, and an exclusive focus on personal injury, West Coast Trial Lawyers has a high case success rate, winning over \$1 billion for their clients.

DILEMMA

The personal injury law firm practices within the areas of transportation, premises liability, and spinal cord and burn injuries. They offer free no-obligation consultations and do not charge clients fees unless the firm recovers compensation. With a customer-centric focus, West Coast Trial Lawyers needed a communications system to match – which is why they settled on Nextiva as their preferred communications provider when their firm opened in 2014.

RESOLUTION

After settling on Nextiva, West Coast Trial Lawyers added 33 lines of service and additional features

including vFAX, Auto Attendants, the Nextiva App, and Call Recording to their plan. Because of these services, West Coast Trial Lawyers is able to provide timely and professional services to all their clients, while giving the firm added flexibility with all the digital features included with their services.

“Our office is completely paperless, so unlike traditional law firms, we don’t have paper files or a fax machine. Faxing is as easy as sending an email with Nextiva vFAX. We fax documents from clients, doctor’s offices, and insurance companies back and forth all day, so it really helps our office stay paperless.”

The Nextiva App has been another beneficial tool for West Coast Trial Lawyers. As the nature of their field lends itself to working outside traditional work hours, the app has helped them respond promptly to all calls and maintain communication to provide attentive and timely service to their clients, while maintaining their professionalism.

“We get calls from all different types of people, and we work 24/7, so even when you’re not in the office, you’re still getting phone calls. The Nextiva App is great because you can make outbound calls using the app and it shows up as the office number, not your cell number, which is really helpful.”

FAVORITE FEATURES



Reliability



Call Quality



Amazing Service