



“For my business, I need solutions that are efficient and economical. For any business looking for that combination in their phone service, Ooma Office is the best choice they can make.”

Glen S. Hammond, PLLC

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### Highlights

- Voicemail forwarding allows Hammond to stay connected no matter the location
- Ooma's virtual receptionist projects a professional image, handles incoming calls and makes it easy for callers to reach the right person
- Ooma Office fits seamlessly with the fast-paced and flexible work style of small businesses

### About Glen S. Hammond

Glen S. Hammond is an Arizona native who has practiced law since 1997. With a combination of experience as a defense attorney, civil and administrative practitioner, prosecutor and investigator, Hammond provides an invaluable insight to assist clients with their cases.

## Ooma Office helps attorney defeat inefficiency, errors and unnecessary costs.

### Challenges

Specializing in criminal defense, Glen S. Hammond is an attorney with more than 15 years of wide-ranging experience in both New York and Arizona. Founded in 2014, the success of Hammond's practice relies on being both accessible to clients and efficient in his proceedings. He recognized his new business couldn't count on a traditional phone service to meet his fast-paced work style and be economical at the same time.

Hammond splits his schedule between meeting clients in his Prescott, Arizona, office and defending them in court. Despite not always being in the office, he can't afford to miss important calls from clients or other attorneys. "I'm always handling multiple cases and working with a number of clients, so I have to be as efficient as possible with business solutions that maximize the efficiency at my fingertips," Hammond explains. "I also knew all too well that the human error that can occur from an assistant or answering service can cost me a case, so I needed a foolproof system for communicating and conducting business."

### Solution

While preparing to launch his practice, Hammond was researching phone systems when a fellow attorney suggested Ooma Office. He had first-hand knowledge of how other Voice over Internet Protocol (VoIP) systems provided mediocre service and lacked features, but after evaluating and vetting Ooma Office he knew he had found the right solution. "The virtual receptionist feature gives a professional voice to my business, and can provide basic information such as directions and hours without me having to answer the phone. I can also set up, configure or change the system as I need to," said Hammond. "But what I like most is that messages are delivered to me by email. I listen to them and return calls when I'm away from the office, and I don't have to wonder if an overworked and distracted assistant took the message down correctly."

### Benefits

Ooma Office helped Hammond become more efficient and focus his legal practice on client cases, rather than be distracted by a cumbersome phone system. "As a micro business, I have to surround myself with solutions that are both efficient and economical. The bottom line is that Ooma Office fits my work style seamlessly and offers a great value for a very low price. I focus my attention where it needs to be so I can be an effective and trusted legal resource for my clients.