

# Customer Focus on Frilot Partridge, L.C.



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*Ray Lightell, Executive Director  
Frilot Partridge, L.C.—New Orleans*

## CYPRESS WEATHERS THE STORM WITH NEW ORLEANS LAW FIRM

In the wake of last year's devastating storms such as Hurricane Katrina, many businesses are hoping for the best while preparing for the worst by investing in disaster recovery plans. Ray Lightell, of Frilot Partridge, L.C. in New Orleans, is a Cypress customer who learned first-hand the impact a back-up plan can have on a business's ability to continue operations, communicate, and ultimately, survive. When Katrina made landfall last August, Ray knew it might be some time before his law firm would operate again in New Orleans. His law firm set up a temporary office in Lafayette, Louisiana until they could return their operations to New Orleans.

The morning after Katrina, Ray contacted Cypress Communications to initiate the reestablishment of their communications. At that time, Ray did not know his law firm's relocation city, nor how many of the law firm's attorneys and employees would be working at that temporary location. He knew that communications were vital to continue their operations. Ray contacted Pete Smith, Branch Operations Manager of Cypress Communications in Houston, and asked him to recommend a quick solution that was cost effective and could be expanded relatively easily if necessary. "There was no time to sit and ponder the decision. We had to make it happen. Pete was well aware that we needed a reliable solution to our communication needs. He didn't try to sell me something that we didn't need. He knew what was appropriate, recommended it and got it rolling," said Ray Lightell, Frilot Partridge, L.C.

Cypress initially set up several toll-free numbers where Frilot Partridge's clients and employees could call in and listen to updated informational messages. The following day, the firm chose Lafayette as their temporary location and, based upon Cypress' recommendation, purchased a phone system. Ten days later, the local telephone company installed the circuit lines and shortly thereafter Cypress had the firm's communications up and running on their phone system.

"Cypress was on top of everything. They got us set up as quickly as humanly possible considering the circumstances," said Ray. "Quite honestly I didn't even consider calling any other phone company. Cypress is our vendor and in times of trouble and need, you go to your preferred vendor. Cypress was there for us every step of the way, helping us re-establish our communications. In fact, our Cypress technician lost everything in the hurricane, but continued to provide round-the-clock service to our company, even sleeping in his car when no hotel rooms were available in Lafayette. Now that's service!"

The firm began to migrate back to New Orleans at the end of October. Some of their office space sustained significant wind and water damage and had to be remediated and reconstructed. Frilot Partridge's original workspace consisted of four and a half floors, but since the building was under repair they were forced to make due on one and a half floors of space. Make due they did—five people set up shop in the conference rooms and coworkers doubled up in offices. "Cypress enabled us to achieve our normal communication capabilities in one third of our original space," said Ray. "They were on the ball, moving phones and relocating people, which is what they normally do, but this just happened to be an extraordinary circumstance," he added.

As a 20-year industry veteran Cypress has the experience, the staff, the technical expertise and the most up-to-date technology to keep our customers' communications up and running, no matter what. Whether a storm is threatening to damage a customer's business or it is a sunny day in the neighborhood, Cypress employees work round-the-clock to provide a superior customer experience. "We know we can count on Cypress," said Ray. "In a world that has all but lost the meaning of customer service, Cypress is defining it each and every day. I highly recommend their services."

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### About Cypress Communications

Cypress is the managed communications provider in 29 major metropolitan U.S. markets. Each day, Cypress connects more than 120,000 employees for over 8,500 businesses in commercial office buildings. As the nation's largest provider of in-building, managed communication solutions, Cypress supplies advanced digital and IP phones, unlimited local and long distance calling, business-class Internet connectivity, firewalls, security and VPN solutions, audio/Web conferencing and IP Communication solutions. Cypress is headquartered in Atlanta, GA.

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