

For Houston Law Firm, Panasonic HD Visual Communications Renders Winning Verdict.

GEORGE R. WILLY P.C.
ATTORNEYS AND COUNSELORS AT LAW

The Challenge

George R. Willy PC is a full-service immigration law practice located in the greater Houston suburb of Sugar Land, Texas. With a successful twenty-five year history, the firm is equipped to handle every aspect of modern immigration law.

With the practice thriving, founder and principal, George R. Willy, decided to expand the reach of his operations, opening a branch office in Atlanta. The task of building an out-of-town client base, however, required his presence with a costly and demanding bi-monthly routine of flying to Atlanta on Sunday for Monday meetings and back out that evening. In addition to interrupting his vital presence at the Houston office, travel costs began to mount. "Traveling is a time- and energy-consuming task but as the principal attorney of a firm with multiple locations, my father's presence at his respective offices is imperative," said George Willy's daughter and Atlanta office manager, Shivanti Willy. In need of a solution, she suggested video conferencing as an alternative to travel.



They tried a few different standard definition voice-over-IP conferencing services yet none seemed to bear fruit. "Nothing we tried gave us what we needed," Shivanti continued. "The poor video quality and frequent dropped calls didn't recreate an "in-person" consultation experience for our client and the audio was so unreliable that we had to replace it with costly long distance calls on speakerphone. That not only increased our overhead but also made the interface through which our clients connected seem disjointed. Trust is very important in our line of business and we just couldn't seem to make that vital personal connection with our clients without my father being there. I knew there had to be other options out there."

The Solution

A Panasonic Visual Communications System turned out to be the perfect solution. "It solved all of our problems at once," Shivanti said. "The hi-def video is so clear, my father can meet with prospective or existing clients via videoconference and it really feels like we're all in the same room." Before investing in the Panasonic system, she looked at competing systems from other videoconferencing vendors. "The other systems we looked at all entailed very expensive equipment and dedicated high-speed Internet lines,"

Customer Information

George R. Willy P.C. is a thriving Houston-based law firm grounded in a thorough knowledge of immigration fundamentals and proficient in the modern practice of immigration law. They offer a wide range of immigration services, handling everything from business immigration to family immigration to immigration-related litigation, and also consular processing, asylum, citizenship, and counseling on general immigration matters. They currently maintain a branch office in Atlanta and have expanded their presence to Hyderabad, India. The sixteen-person staff is comprised of five attorneys along with a support staff of paralegals and administrative personnel.



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– Shivanti Willy, Office Manager



Shivanti said. “The Panasonic HDVC solution was an easy and competitively-priced option. We enjoyed excellent customer service from the Panasonic reseller—start to finish! A demo set was sent out to both locations for us to test and tech support was always available if we needed help with set-up or operation. Once a test call was conducted, the picture quality and simple, one-button operation were truly impressive. It was an easy decision after that.”

The system’s capability also solved the problem of demanding Internet requirements by utilizing the Panasonic NAT Traversal—a connection service developed exclusively for the Panasonic HD Visual Communications System that works through any standard Internet connection. “Consistent connectivity and dropped calls were a big issue,” said Shivanti. “We even considered changing our ISP and installing a dedicated line that would have increased overhead by at least \$700 per month. The Panasonic NAT Traversal service solved our connectivity issues and we haven’t had one dropped call since.”



Clients were equally impressed. “I could tell that our clients clearly felt a better sense of his presence and began to participate more actively. They would sit up straighter and engage with greater alacrity in response to the HD visual and crisp audio and it gave us the virtual, “in-person” experience we were looking for. We could pick up each other’s facial expressions, gestures, and other nuances. My father is now able to benefit from the life-like presence the HDVC provides in a multidimensional way, making the consultations more productive and meaningful for the client and thus the firm.

The Impact

Once ballooning travel expenses have now been redirected to the bottom line. Cancelled appointments in the Atlanta office no longer mean a wasted business trip for George Willy. Perhaps more importantly, he is recouping an average of seventy-two hours per month spent traveling and has the necessary flexibility to successfully maintain and grow his practice at each location.



A Success Story

Panasonic HDVC has given George Willy an easy and effective way to build his Atlanta practice without having to travel. Shivanti continues to line up prospective clients and also bring in existing clients and other attorneys for meetings via HD videoconference. She also sees other applications on the horizon. “We’re already planning to use the system to participate in continuing education courses via videoconference and are looking into conducting depositions via HDVC. This has been a smooth transition and rewarding experience for our firm. We look forward to realizing the full potential of this new interface in many other ways.”