



Customer Case Study

Law Firms - Zoom Rooms

Transitioning from Traditional Video Conferencing to Zoom Rooms

Overview

For more than 30 years, this highly respected litigation boutique has served as a trusted advocate for employers and employees throughout northern New Jersey. With a dedicated team of over 50 professionals including seasoned labor and employment attorneys, litigation specialists, and support staff, the firm delivers comprehensive representation across the full spectrum of workplace disputes.

CUSTOMER: Mid-Sized Law Firm

LOCATION: New Jersey

INDUSTRY: Legal

The Challenge

As courts and court reporting agencies standardized on Zoom, the client faced a growing compatibility problem. Their building was equipped with **Lifesize** and **Polycom** video conferencing systems, which relied on joining meetings via IP addresses. However, Zoom requires a **Conference Room Connector (CRC)** add-on to join meetings using SIP/H.323 dialing.

While their account had the CRC add-on enabled, most external meeting hosts did not. As a result, when attorneys were invited to court proceedings or depositions hosted by others, they often could not connect through the existing room systems.

This led to several operational challenges:

- IT staff had to manually set up monitors and laptops in conference rooms to join Zoom meetings.
- Setup time increased significantly before each meeting.
- The experience for attorneys was inconsistent and often frustrating.
- Only the most tech-savvy attorneys felt comfortable starting or managing meetings independently.

In short, while Zoom had become the industry standard, their legacy room systems were not designed to integrate seamlessly with Zoom's native cloud platform.

The Solution

The BMT team implemented Zoom Rooms, a native Zoom-integrated video conferencing system that replaces traditional room setups and eliminates the need for the Conference Room Connector add-on by allowing users to join meetings directly with a Meeting ID and password. Attorneys can now start or join meetings with a single tap on the room controller—no laptops, extra monitors, or pre-meeting IT setup required. Staff can operate rooms independently with minimal training, and tasks that once required

manual configuration have been reduced to simply tapping "Start."

The Outcome

Zoom Rooms streamlined collaboration by offering one-touch meeting join, automatic calendar-based meeting population, and a unified interface across all rooms for a predictable, user-friendly experience. Native cloud connectivity ensures optimized HD video, adaptive performance, and centralized management, while touch-based controls replace multiple remotes by simplifying camera, audio, and room settings. IT teams benefit from scalable remote monitoring, real-time diagnostics, and simplified updates through the Zoom Admin Dashboard, significantly reducing onsite troubleshooting and maintenance demands.

About BMT

Business Machine Technologies, Inc. (BMT) is a comprehensive IT solutions provider serving the tri-state area. Since 1992, we have offered small to medium-sized companies across various industries a range of services including, Managed IT, Backup and Disaster Recovery, Systems Engineering, Cloud Service, Security, and Advisory Consulting. Our commitment to client satisfaction coupled with our technology offerings and industry expertise is how we continually deliver IT excellence. Visit bmtcorp.com for more information.



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