



EAGAN & COMPANY  
CERTIFIED PUBLIC ACCOUNTANTS

## Helping an Accounting Firm Grow its Office Staff Effectively and Efficiently

### About the Client

Eagan & Company has its roots in a firm founded over 50 years ago by two CPAs who had set out to help McDonald's franchisees prepare and submit their financials to corporate headquarters. With an understanding of exactly how McDonald's wanted the information laid out and shared, the company quickly grew as word spread of its ability to get the job done quickly, and to McDonald's specifications. Today, the company still serves McDonald's and Jimmy Johns franchisees of all sizes. With accounting responsibility for over 100 stores across the country, Eagan & Company is a leader in franchisee accounting. Over the years, Eagan & Company has expanded to support a wide range of businesses of all sizes. Although they specialize in restaurants and retail, other industries they support include services businesses, manufacturers, and medical professionals.

### Business Challenge

In November 2024, Bill Eagan was referred to RAM Communications by one of our business partners. Bill was faced with the difficult task of merging several private firms under his own company. Part of Bill's vision included a desire to update his telecommunication platform. The new platform would be used by remote offices and the headquarters location. It was also important their system could be supported by a local vendor who could respond quickly, both in person and via remote support. This firm still need faxing to send critical files to state and federal taxing agencies. So, Eagan & Company needed a more efficient fax solution that could be tracked online as well as in the office.

### RAM's Solution

RAM's team answered that call and worked to fulfill these requests. As always, RAM spent considerable time and effort researching suitable solutions. The research included technology, regulatory and price analysis. Ultimately, RAM recommended Nextiva's hosted UCaaS platform. Nextiva would provide a unified phone platform with 4-digit dialing, mobile and soft phone apps, updated desk phones and a new e-fax solution. The project deliverables included several challenges. Because each division had its own carrier (AT&T, Comcast and Verizon) separate transition deadlines were coordinated with Nextiva's service delivery team.

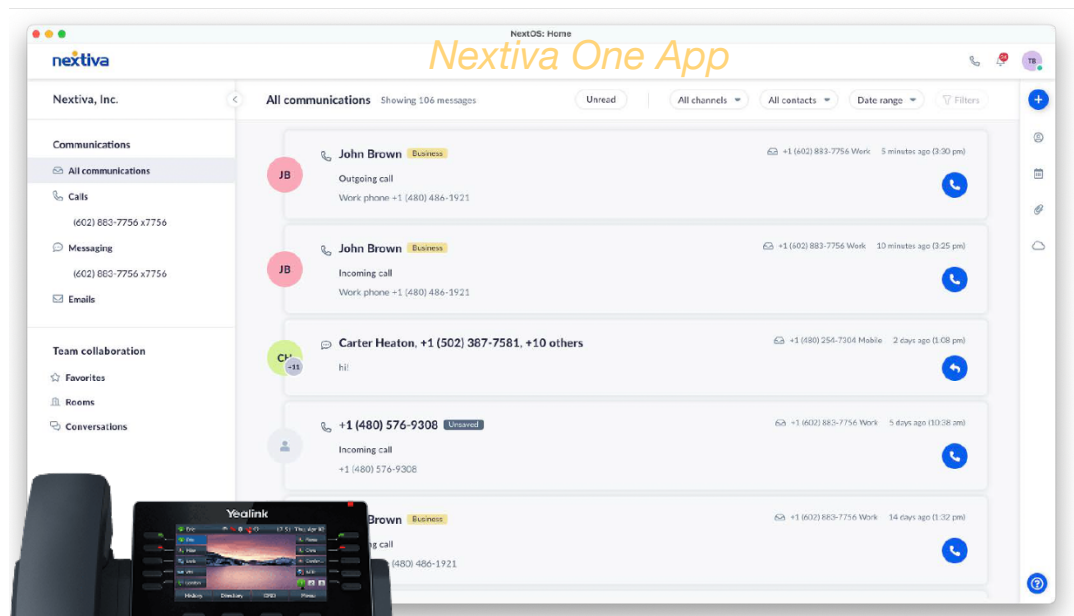
Hands-on installation was also necessary since Eagan Management were consumed by the myriad tasks of moving new divisions into their corporate headquarters. Bill and his staff didn't have time to 'babysit' a phone system installation. Rob and his staff handled all the details from design, order delivery, installation and testing.

In the end, RAM was able to deliver a new system on time and on budget for the client. Since the initial installation, RAM Support took care of additional phone system transitions during 2025. We were also able to help close out old phone service accounts saving Bill's staff additional administrative time and energy.

## Results

### Overall benefits:

- **15% savings on updated service plans vs. old phone carriers**
- **white-glove design, installation, testing and end user training from one source**
- **new tools help staffers communicate in more impactful ways (unified voicemail)**
- **periodic invoice reviews to ensure accurate billing and credits**
- **successful e-fax testing, training and troubleshooting with Eagan's office staff**
- **online system access saves time resolving support issues and programming updates**



T46u Desk Phone

*Nextiva's Desk Phones provide the traditional tools office staff need without overly complicating each task. The NextiveOne App further enhances the experience with integrated chat, meeting tools and voicemail transcriptions.*

**"The coordination was excellent. Our phone system was up and running as promised without missing one call. To say that your team exceeded expectations and continue to do so is an understatement."**

**Bill Eagan,  
President, Eagan & Company, Certified Public Accountants**