

LAW FIRM CASE STUDY:

SUCCESSFUL TRANSITION TO MICROSOFT INTUNE

About the Client

Mission

To resolve the serious legal problems of low-income people, promote economic and family stability, reduce poverty through effective legal assistance, and champion equal justice.

Overview

- 40 user law firm
- 5 offices across Virginia
- Legacy server architecture
- Limited cloud utilization
- Servers and data spread across 4 locations
- Mix of virtual and physical servers

Operational Challenges

- Unforgiving architecture with single point of failure
- Outdated gear
- Slow support response times
- Reactive user support
- Security gaps
- Systems not integrated

Client Objectives

Standardize endpoint and management tools

1. Allow lawyers to work from home securely
2. Reduce costs
3. Decrease time to resolve help requests

What We Did

Converted to Proxios/Microsoft Azure cloud with Intune and Office365

1. Assigned manager dedicated to customer success
2. Provided trained technical team to handle all support requests

Intune Experience

- Easy transition to Intune
- Allows for standard "image", with variations when necessary for specific employees
- Removes dependency on any one device
- Decreased downtime
- Improved new employee onboarding
- Employees securely work from home
- Managed by Proxios

Client Satisfaction

"It used to be that we'd log into Windows, but not necessarily have everything we needed. With Intune, our image exists on any device and all you have to do is log in. It saves time, and the downtime is minimized."

– Kate Sigler,

Director of Administration

"Intune is a secure system that protects us."

– Margie Walker

Administrative Assistant

About Intune

Intune is a Microsoft service that focuses on Mobile Device Management (MDM) and Mobile Application Management (MAM) for Windows 10, iOS, and Android. This enables companies the scalability needed to grow at any pace while keeping their devices consistent, secure, and meet compliance requirements from anywhere in the world.

On personal devices, Intune protects the security of organization data, and can isolate organization data from personal data.

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