

LAW FIRM CASE STUDY:

IMPLEMENTING HIGH VALUE, LOWER COST IT

About the Client

Overview

- 325 User Law firm
- 8 offices, nationwide
- Aging equipment and software
- Mix of virtual and physical servers
- 6–7 generalist IT staff
- Additional staff supplied by contractors

Operational Challenges

- Limited flexibility
- Difficulty scaling up or down
- Vulnerable to threats
- Hard to keep current with best IT practices
- Low value, high cost IT

Client Objectives

Increase value and reduce cost of IT.

- Adopt “Total Cost of Ownership” view of IT costs
- Better predict and manage IT costs
- Increase training
- Reduce downtime
- Shorten resolution times
- Improve performance
- Reduce security exposure

What We Did

- Converted to Proxios/Microsoft Cloud platform
- Centralized IT service delivery
- Centralized data
- Virtualized servers and desktops
- Hired and managed client’s on-site staff
- Implemented security protocols
- Leveraged economies of scale where possible

Results

\$541.5k

Avg. Annual Savings

13.5%

Cost Reduction
vs. Before Proxios

95%

Avg. User Satisfaction Rate

Client Testimonial

“I’ve worked in numerous partner or joint-venture arrangements and this one ranks in the 95th percentile”.

– Chairman & CEO

In the life of the agreement, there has **never** been a security event and in the last 2.5 years there has only been **1 firmwide outage** and that lasted 30 minutes.

– 2020 Performance Report

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