

PROXIOS CASE STUDY

Proxios Increases Strategic Value of Law Firm's IT Capabilities

The Client: LeClairRyan is an entrepreneurial, full service law firm that provides business counsel and client representation in corporate law and litigation. With offices in California, Connecticut, Massachusetts, Michigan, New Jersey, New York, Pennsylvania, Virginia and Washington, D.C., the firm has approximately 350 attorneys that represent a wide variety of clients throughout the nation.

The Challenge

In late 2010, LeClairRyan faced significant growth and needed to update and expand its IT infrastructure. Howard "Bud" Phillips, the newly hired Chief Information Officer (CIO) -- and former consultant and corporate executive for Deloitte and Capital One -- chose a strategic approach that included evaluating the firm's needs and its existing IT options.

"In the legal services industry, high-quality IT is imperative. No lawyer can practice good law without good IT. There isn't a law firm out there that isn't being asked how it's protecting data. Proxios has created a tool and a corresponding secure environment that allows a customer to achieve mobile security regardless of location."

—Bud Phillips, LeClairRyan CIO

Bud worked with several business and technology leaders within the firm to identify critical areas of need. They agreed that in order for the firm to stay

competitive in an evolving market, they needed to invest in an IT architecture that: 1) increases mobility, 2) offers scalability, and 3) provides high-level data security.

Their options included:

1. Continuing to build and maintain an in-house/partially sourced IT infrastructure
2. Taking IT operations completely in-house
3. Outsourcing all "general purpose" IT to the cloud

The first option, while being attractive relative to stability and change management, missed opportunities to significantly strengthen IT operations, and it did not offer the scalability or enhanced mobility that the firm wanted. The second option required significant investment in hardware, software and IT engineering talent. The third possibility required the firm to find a single provider that could offer a broad scope of core IT operations as a service. This would allow in-house IT staff to focus primarily on business objectives, such as integrating mergers and developing better legal services delivery processes.



LeClairRyan's leaders agreed that the third approach would best serve the needs of the firm. They set out to find a reliable, cloud-based technology provider that could deliver a comprehensive set of services to increase mobility, strengthen security, and enable scalable data storage.

The Solution

LeClairRyan wanted a service solution that would meet its needs and also help to reduce its Total Cost of Ownership (TCO). For the firm's leaders, TCO did not just include the overall cost of the technology, but also included the operational performance, management, engineering maintenance and effectiveness of the IT infrastructure.



After careful evaluation of many providers, the law firm selected Proxios and its unique IT as a Service (ITaaS) solution. With help from account-specific engineers at Proxios, the leaders at LeClairRyan developed a plan that would transition the firm's IT to Proxios in several phases.

During the first phase of the transition, the firm transferred all data center applications to the Proxios cloud infrastructure. This met the firm's immediate demands for secure data storage, and also significantly increased data retrieval time. Phase two refreshed the firm's infrastructure by expanding bandwidth and improving network monitoring. LeClairRyan also chose to upgrade several legal industry-specific datacenter applications during this phase.

Most recently, the firm adopted the Proxios virtual desktop that enables its staff to access critical company data and applications from virtually any device with an Internet connection. With the virtual desktop, employees can access the same computing toolkit and user interface for a consistent user experience.

The Results

Almost immediately after partnering with Proxios, LeClairRyan began to benefit from **high-speed access** to stored data. Its first task was to offload data stored in-house and transition it to the Proxios cloud. Since transferring data to the Proxios infrastructure, the firm has seen significant improvement in document management and searching within the document repository. Employees re-

port strong improvement in how quickly searches perform, and how quickly documents display on their devices.

LeClairRyan's TCO benefits from the transfer are due largely to the **scalability** of Proxios storage solutions. Instead of investing in more in-house storage hardware – which essentially requires the firm to always pay for more storage than it needs -- LeClairRyan now only pays for the necessary amount.

The firm also now benefits from much higher **mobility and accessibility**. Since the implementation of its customized virtual desktop, the firm has seen a marked improvement in business continuity due to its employees' ability to access critical data and applications from anywhere with an Internet connection.

The LeClairRyan virtual desktop currently supports over 90 applications, including Microsoft provisioned products like Outlook, Word, Excel and PowerPoint. In addition, the firm is able to provide group access to specific categorical applications, such as tools for tax law, litigation, patent processing and trademarking.

A direct and obvious result of mobility is increased productivity, but LeClairRyan is also benefitting from indirect consequences of the virtual desktop's implementation. Many employees report that the solution enables a **better work-life balance**, which can lead to higher retention and overall employee morale. The virtual desktop may even help the firm recruit talented new employees, because many associates report that

colleagues at other firms have been impressed with the solution and the flexibility it provides.

Finally, and perhaps most importantly, Proxios offers LeClairRyan enterprise-class **data security**. Thanks to the virtual desktop, employees do not need to download sensitive documents to individual devices. Data stays securely in the Proxios datacenters, which reduces the likelihood of security breaches occurring on individual devices. The Proxios datacenters also provide redundant, high-level security for stored data.

By partnering with Proxios and electing to benefit from the range of ITaaS solutions it provides, LeClairRyan has implemented a strategic plan to modernize and streamline its approach to IT. As a result, it is increasing productivity, providing a better working environment for employees and proactively monitoring and securing its data.

“The early part of 2014 was weather disrupted frequently. Storms hammered the East Coast. The Proxios virtual desktop made it possible for our employees to work safely and securely at home, which provided our clients with a higher level of business continuity.”

–Bud Phillips, LeClairRyan CIO

PROXIOS

www.proxios.com

Contact Us: 888.342.1204



Proxios is headquartered in Richmond, Virginia and is the business of IT as a Service (ITaaS). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience to move customer infrastructure to the cloud, freeing customers to do what they do best, driving real business value from the applications that help run your business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

707 E. MAIN STREET | SUITE 1425 | RICHMOND, VA | 23219 | 888.342.1204

Copyright © 2015 Proxios. All rights reserved.