

# CASE STUDIES

Client : Legal Firm

Time as a Customer : 3 Years

## Client Profile and Scenario

Our client is a Legal firm located in the West Midlands. Our client is a specialist Criminal Defence Lawyers and Solicitors firm. Being quite a busy firm, with a lot of the files being on specialist software, the firm are heavily dependent on their IT infrastructure.

## Solution

Our Client had used us on occasion a few times, when they were at their old building. When the inevitable happened and they expanded into new premises, we were invited to design a network configuration for them. After considering a few other quotes, they were happy for us to go ahead with the installation. Once we had completed the installation, our client wanted to use our procurement service. We discussed with our client about the requirements of the business. They wanted to be able to store a vast number of documents in an electronic form for archiving purposes. They would also require remote email services, having the need to pick up emails on the go. They would initially have 8 users on the network. They also needed to have a high speed broadband line installed.

We liaised with a few software vendors in regards to the document storage, but found that Legal Office from Peapod Legal was the best solution. This would run on the same server, negating the need for another server, as well as not being heavy on resources. Therefore, from the requirements, what we recommended was that they have a server loaded with Microsoft SBS 2003. This would allow for management of the user accounts, remote access of email and also it would be able to run Legal Office. Using the server to do a majority of the work meant that the PC's they would need, would not have to be expensive or overly powerful. We also deployed our SMS Broadband solution because of the quality and availability of the line. After all had been deployed in the network, we discuss support options with the customer. We discussed a deal for SMS Platinum support, where they were happy to pay us upfront for the year, and therefore they received a discounted price. The network is proactively monitored and any issues are instantly alerted to us. All updates are done automatically on computers, meaning that their security is up-to-date, and not compromised.

As one of the requirements was to be able to pick receive emails directly to mobile devices, we used Windows Mobile Outlook. Field users would then be able to sync with their mailbox over a 3G data carrier. One of the benefits of SBS was that users were also allowed to also user their desktops remotely, so they could work from anywhere that had access to the internet.

Recently however, the firm has invested in a number of Apple iPhone for the field operatives. This is able to receive the emails far easier as it has a constant data connection, and is able to connect with Outlook Web Access so that emails are received immediately.

Services Used :

SMS Consultancy

SMS Broadband

SMS Platinum Support

SMS Procurement

SMS Remote Working