

Sector: Legal

Category: IT Project & Outsourced IT Support

The Issues

1. Email system - 15 lawyers are an expensive £2,000/hour resource if they cannot access email even for one hour let alone a day.
2. Poor IT advice - 1 lawyer spending hours researching his own IT solutions & specialised industry upgrades when he should be billing clients is a wasted resource.
3. Sleepless nights - The risk of losing a client case database due to poor back up systems is a potential recovery disaster that could have closed this 30 user business.



The Strategy

Adapting quickly to a period of change within this company, Greencorn worked closely with RHW recognising the above key user & management issues. The detailed project brief recommended a new server installation & a remote IT monitoring package – two of Greencorn's core services offerings.

The Actions

- To help internal communications & keep all users involved, a full project specification & timing plan was created.
- As much new server pre build as possible was carried out at Greencorn's offices to minimise disruption during the changeover.
- To keep costs down, existing PCs were reviewed & memory upgrades scheduled in place of all new hardware
- Changeover was managed over a weekend so users left on Friday & booted up their new system PCs on Monday with a Greencorn Technician on site to ensure all user preferences were retained & any specific issues quickly resolved.
- IT remote monitoring was enabled so potential problems can be highlighted & often fixed before a user is aware of them.

'Having Greencorn as our outsourced IT support has lifted a great weight off my shoulders. Only recently I lost a long draft client email. A quick call to our Greencorn Helpdesk, straight through & it reappeared almost instantly! That alone was worth that month's support fee.'

Richard Brown
Partner, RHW Solicitors

The Results

RHW are now paying slightly more for their ongoing IT support & monitoring BUT;

- They have not experienced any subsequent email crashes
- Remote working is much improved allowing clients to be better serviced by the lawyers
- User confidence in the new system & it's back up facility are greatly improved allowing the nominated internal IT contact to focus on growing client business & not fixing IT issues
- They always get through first time to their Greencorn IT Helpdesk should a system issue arise. Invariably that issue is resolved remotely.

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