

Law Firm Switches to Reliable, Efficient, and Trusted I.T. Support Services for a Better ROI: Case Solved!

IntegrIT Network Solutions Reduces I.T. Costs at the Law Offices of Rios & Cruz by over \$13,000 Per Year and Increases Productivity by 40%

History



Manuel Rios, Lead Immigration Attorney, Rios & Cruz, P.S.

Rios & Cruz P.S. is a 25-person law firm located in Seattle. The practice specializes exclusively in immigration matters with an emphasis in removal (deportation) defense.

Business was going well, but there was frustration with the firm's long-time I.T. provider. Prior to joining the IntegrIT family, Rios & Cruz used a managed services I.T. group that didn't provide the attention to details required by this growing legal practice.

Downtime and performance were an issue as well as response time for problem resolution. A business acquaintance referred Manny to IntegrIT Network Solutions and a meeting was arranged to discuss the current problems.

Challenge: High Cost of Bad I.T. Support

Downtime is costly for all enterprises – and when I.T. infrastructure is not operating 100% effectively, profitability is negatively impacted. This is particularly true for legal firms, where time is money and downtime translates directly into lost billable hours.

Historically, their I.T. operations were prone to outages and disruptions that were proving to be detrimental to the practice's revenue. Rios & Cruz once had a vision for their I.T. systems to be resilient, scalable, and managed on a full time basis with little tolerance for downtime. They knew with the continued issues with their network, Rios Cruz needed to work with a firm that could deliver a managed I.T. service with better uptime and fewer issues with timely, ongoing support for their I.T. environment.

Using its 27-Point Network Audit process, IntegrIT Network Solutions was able to quickly discover several issues that had left the network unstable and vulnerable, which warranted immediate attention:

- There were no reliable and consistent backups being performed on the server.
- The server, as configured, did not take advantage of any of the capabilities incorporated into the OS software (Small Business Server), such as the ability to work remotely.
- All of the workstations were stand-a-lone computers and all antivirus/spyware and critical updates were left for the end user to perform, or not.
- None of the mission critical data located on local machines was being backed up and would no longer be accessible if the server had a hardware failure, which includes financial data, customer relationship applications, and other mission critical case data.
- No proactive services in place to perform necessary network maintenance:
 - data management processes to purge old data from the server
 - patch management to maintain all critical updates
 - proactive monitoring of server logs or routine server maintenance

Solution: Reliable, Efficient, and Trusted I.T. Support at a More Affordable Rate

Rather than continuing to pay the previous, high priced I.T. vendor for services not being applied, and actually catching their assigned technician surfing the Internet rather than tending to the troubled network, Rios Cantor hired IntegrIT to stabilize, secure, and properly configure their network.

IntegrIT quickly went to work and put into place a network design that incorporated redundancies and failover strategies for all mission critical data so that in the case of a server failure, the impact would be little to none for the Rios Cantor Law Firm, their clients, and employees.

The solutions also included the ability to restore an employee's individual workstation/laptop in the event of a hardware failure and to centralize the antivirus and critical updates so that the responsibility is removed from the end users.

After the successful completion of the Network redesign for stability and redundancy, Rios Cruz was ready to consider IntegrIT Network Solutions as their new I.T. provider.

"Since employing IntegrIT, we have been able to reduce our I.T. support payments, but we feel we have gained first class support on which we can always depend."

Manny Rios, Lead Immigration Attorney, Rios & Cruz, P.S.

Results: Rios Cruz Saves Time, Money, and Headaches with IntegrIT Network Solutions as their New I.T. Service Provider

IntegrIT saw the opportunity to make Rios & Cruz's I.T. environment more reliable and easier to manage, so we discussed changes with their management. We upgraded them to our 24/7 Rest Assured™ monitoring service, so their systems could be observed around the clock. This greatly enhanced our ability to remediate issues in a timely way—before those issues became catastrophic.

In parallel, we changed Rios & Cruz's backup strategy to our "Rest Assured™ Data Backup and Recover" plan, installed an external USB hard drive, and configured the server to run frequent, incremental, and nightly backups. This also includes a failover backup set up through an off-site backup via the Internet, allowing a second copy of the backup to be kept offsite in case of a catastrophic disaster. This method provides true server redundancy and adheres to strict industry specific regulations for compliant backup and recovery processes. "Having a tested and reliable back-up plan gives me great peace mind knowing that our company data can be recovered within minutes in the event of a hardware failure or other disaster," Manny said.

IntegrIT also leveraged the capabilities of the remote workplace feature of the Small Business Server, which provides employees with easy remote access to Rios Cruz's network, its Intranet, files, e-mail, and even their desktop computers—from anywhere. This has greatly improved the efficiencies of staff members who need to be able to work outside the office.

Rios & Cruz now enjoys a fully managed, self-sustaining I.T. infrastructure for a very reasonable fixed monthly cost, at a savings of \$1,100 per month. By all accounts, the computer systems are stable and the end users are extremely happy. With this new technology foundation, Rios & Cruz can confidently focus on their business with their I.T. systems serving the practice instead of disrupting it.



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