



## Mid-size Houston Law Firm Saves over 9% in Overall Costs and Grows 5% In The Process

A mid-sized Houston-based law firm with five satellite locations throughout Texas approached IsUtility® to help solve their recurrent desktop problems. In addition to eliminating workstation maintenance and headaches, the firm saved over 9% in overall expenditures from the prior year and grew 5% in the process.

### The Challenge: Server crashes and provisions for disaster

After years of working with a long-time IT vendor to advise, support and maintain their existing IT systems, a mid-sized law firm\* felt that while they were paying a 'high premium' for IT service, but were not receiving a premium service in return. Consistent server crashes and untimely support delayed work productivity, and the firm felt that issues were not being resolved in a timely manner. When the vendor was unable to produce a comprehensive disaster recovery plan, the firm hired IsUtility®.

### The Goal: Disaster planing and collaboration of satellite locations

First and foremost, IsUtility® was tasked with identifying and resolving the recurrent IT problems the firm had been facing at headquarters and at the under-manned satellite offices. Connecting the firm's satellite locations with headquarters to allow more seamless collaboration was also a major priority. In addition, the firm turned to IsUtility®'s disaster recovery services to eliminate the headaches associated with provisioning a multi-location firm with adequate backup and disaster preparedness procedures.

### The Results: 9% cost savings; all firm locations under one virtual roof

Since IsUtility® runs and stores all data and network information at its secure SAS 70 datacenter, the firms' employees across the country can easily collaborate on cases by accessing their data, email and applications from anywhere in the world. IsUtility® remote access has allowed the firm to grow with ease by simply adding users and applications as they grow and set up new satellite locations. In addition to eliminating workstation maintenance and headaches, the firm saved over 9% in overall expenditures from the prior year and grew 5% in the process.

“*Our day-to day workstation software maintenance and headaches have been eliminated. New employee set-up is a snap. We saved over 9 percent in overall expenditures from the prior year and grew 5 percent in the process.*

- IT Coordinator, Mid-sized law firm\* (Houston, TX)



(\* Name omitted at client's request)



## Case Study Summary

### The Challenge

- ▶ Finding a 'premium' IT vendor to support and protect headquarters and five satellite locations
- ▶ After witnessing the damage of Hurricanes Katrina and Rita, the firm recognized the need for a disaster recovery solution that would allow uninterrupted secure access to client records & files
- ▶ Collaboration between remote offices was inconsistent due to disparate systems

### The Results

- ▶ IsUtility®'s centralized system allows attorneys and staff to work under one virtual roof and safeguards data from disaster
- ▶ The firm grew by 5% thanks to IsUtility®'s scalable cost structure
- ▶ The firm saved 9% in total IT costs while eliminating workstation maintenance headaches

