

LEGAL FIRM

By Mark Nelson

A MANAGED SERVICES ARRANGEMENT ADDRESSES IT ISSUES AND ENSURES A RELIABLE INFRASTRUCTURE—ENABLING A LEGAL FIRM'S STAFF TO DEVOTE FULL ATTENTION TO THE BUSINESS.

THE CLIENT.

The client is a legal firm with a practice emphasis in the areas of toxic tort and insurance defense litigation.

ENSURING SERVICES FROM KEY SYSTEMS.

As a result of its aging and unstable IT infrastructure, the legal firm found it was losing productivity—a key performance metric in the time-driven legal profession. The firm's Exchange e-mail services and network experienced performance issues, resulting in a loss of productive staff time. In addition, a lack of proactive maintenance and support for several key systems caused outages and down time.

To ensure a well-maintained and reliable technology environment and enable its own staff to focus on the business rather than IT matters, the legal firm sought a partner that could:

- ◆ Assess and improve its IT infrastructure and eliminate outages and issues.
- ◆ Provide a high level of client service.
- ◆ Manage the environment proactively and recommend improvements to the infrastructure that would promote greater efficiency, performance, and competitiveness.
- ◆ Continue to provide support as its technology needs increased and it occupied larger space.

DEEP EXPERIENCE IN THE LEGAL PROFESSION.

The firm selected West Monroe Partners to provide managed services—first to address the firm's current IT issues and then to provide proactive maintenance and enhancements for the IT environment. West Monroe Partners offered substantial experience working in the legal industry and a strong understanding of the profession's practices and business needs. In addition, it offered a breadth of capabilities beyond basic infrastructure and help desk support.

TRIAGE, AND THEN ONGOING PROACTIVE SUPPORT.

West Monroe Partners began the relationship by assessing the legal firm's technical environment, including its computers, servers, and network equipment.

West Monroe Partners' immediate goal was to address the law firm's continuing Exchange e-mail service issues. Without delay, the team identified the problem—the firm's e-mail server was blacklisted on the Internet community as the result of a SPAM relay due to an improperly configured server—and immediately remedied the issue by strengthening the server infrastructure. The team also gathered and analyzed performance metrics and took quick action to alleviate bottlenecks, such as high disk utilization and slow network response times.

Following on its initial assessment, West Monroe Partners also took steps to resolve problems with workstations that had missing or improperly configured anti-virus software. Within a day, the team built a centrally deployable anti-virus installation and pushed it to all computers on the network. The team scanned all computers and removed threats—many of which users were unaware.

After completion of these initial activities, the firm retained West Monroe Partners to provide ongoing support for its infrastructure and IT initiatives.

A RELIABLE, WELL-MAINTAINED IT INFRASTRUCTURE.

By working with West Monroe Partners, the legal firm was able to better utilize its technology infrastructure and improve its staff productivity. The West Monroe Partners team restored critical services in a timely manner and then provided ongoing support and maintenance to ensure a reliable infrastructure. The firm's staff now focus on their business interests, without having to spend time addressing IT outages or other issues.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.