

wavex
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A leading
legal services
firm

Law firm appeals for better service

The law is less and less a paper-based profession. Today, without fully functioning IT systems, lawyers cannot conduct business on behalf of – or with – their clients. Having received very poor service from two previous IT service providers, the client turned to Wavex for a solution. What Wavex has delivered is a service that has restored the client faith in the reliability of IT

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The Business

Founded in 1989, the client is a highly successful London-based business law firm with clients from a broad crosssection of sectors.

With a reputation for commercially focused advice and quality service, the firm has grown swiftly over recent years. Today, a body of around a hundred lawyers and support staff make up the core of the firm. This permanent resource is frequently augmented by additional staff when an especially demanding case is underway.

Above all, we were impressed by the professionalism and technical know-how of their people.

The Challenge

In 2004, the firm's existing IT support provider was acquired by a significantly larger business. Service quality declined rapidly. "We had been an important client to them. After the acquisition, it was clear that they were no longer set up to deal with smaller, professional clients such as ourselves", explains Tania MacLeod, Managing Partner.

The appointment of a new provider in 2005 did not solve the problem. "We went with a recommended supplier that promised they could provide us with the level of service required. Sadly, this proved to be wrong as the new provider failed to deliver", Tania admits. "As we had outgrown our infrastructure, we committed to major investment in a system of mirrored servers. But this system was not implemented correctly".

The 3 Choice

With some misgivings, and with less faith than ever in the professionalism of the IT support sector, the client management team began a second tender process. They were looking for a partner who would deliver uninterrupted, quality service 24/7. "We were growing fast, and we needed a provider who would be able to

deal with that," Tania explains. Three companies tendered, and Wavex was appointed. "We were impressed by the professionalism of their people. And the demonstration of their customer-facing technology was impressive also," Tania recalls. "Unlike our previous providers, they didn't try to blind us with science".

4 The Relationship

Once appointed, the challenge facing the Wavex team was twofold. First, there was a fundamental technical challenge to address. Prior to the second tender, there had been a number of major technical problems that had severely impacted on users. This had often involved complete loss of server access and e-mail functionality.

Second, such poor service had created a broader problem organisationally. There was a real lack of confidence in IT and in IT support generally. Tania MacLeod looks back:

"The whole firm had lost faith in the ability of any IT provider to deliver a reliable service".

Wavex took this cultural issue seriously. It was clear that it needed to be addressed just as urgently as the unstable technical platform:

"We knew we had to earn the organisation's trust," says Phil Cooper, Clients Services Manager with Wavex, "which is why we recommended a five-day-a-week

onsite engineer. Of course, delivering technical reliability and resilience were crucial. But, in addition, it was clear that we needed to get to know the people within the firm, and to take the time to listen to their everyday working issues."

These twin challenges were addressed in parallel. The core infrastructure was upgraded. And, given the client dependence on IT, an appropriate level of redundancy was built into the reconfigured network.

Wavex's technical road-map also took account of planned growth and future flexibility. When, in 2006, the client needed to expand into an adjoining office space, the technical ground work had been done, and the move went exceptionally smoothly, as Tania MacLeod recalls: "By then, our people trusted Wavex as advisors. Their various engineers clearly understood us and our kit. So we pretty much gave Wavex autonomy over the move. The whole thing went very well – remarkably well in fact.

SERVICE HIGHLIGHTS

- Full Service support for over 100 users
- Onsite engineer 5 days a week
- Technical road map
- Infrastructure design, support & maintenance
- 24/7 support
- Office move
- Ongoing advice

The Experience

Today, the experience remains positive: "Wavex people are impressively proactive – and it's great that we see the same core team all the time. They think ahead for us, and they've built good relationships with people at all levels" says Tania. She likes the fact that Wavex is a similar size to her firm, and based locally in central London. She likes the high quality, 24/7 service so crucial to lawyers working long, antisocial hours. And she likes the way that the Wavex onsite engineers have made an effort to integrate with the firm's full-time staff

We invited the onsite Wavex engineer to our Christmas party. It just felt natural.

The Results

When Wavex first started working with the client there was a deep distrust of all things IT across the firm. Today, trust has returned. "You know when IT is going well because nobody is talking about it. The truth is that you never get thanked for great IT delivery. But everybody screams if it isn't working properly," Tania says with a smile.

Today, at the client there is considerably less screaming than there was back in 2005. The case for quality IT support and advice has been made – and proven beyond reasonable doubt.

People have a confidence in IT that wasn't there before. They believe things will get fixed.

If you'd like to know more about our services please call us



www.wavex.co.uk