Bove & Langa P.C. empowers its employees with ITaaU® from TOSS® C³

Goals

- Provide a reliable remote access experience
- Provide a fast accessible backup solution
- Ensure security for the law firm
- Avoid large capital expenditures on new hardware

Approach

- Moved Bove & Langa P.C. fully into the cloud with IT as a Utility® (ITaaU)
- Implemented fast and reliable remote access via ITaaU® and MDM
- Provided a fully accessible backup solution as part of ITaaU®

Results

- Bove & Langa P.C. can now access their data anywhere anytime on any device with true remote access
- Saved over $25,000 by avoiding new server purchases
- Bove & Langa now has a a full backup plan that is fast and easily accessible

Application Areas

- Cloud Conversion
- Security
- Remote Access
- Backup/Disaster Recovery

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Company Profile

Bove & Langa P.C. was established in Boston over thirty years ago. Since that time the firm has steadily earned a reputation as one of the most respected trusts and estates law firms in the Northeast. They are proud to serve a wide range of clients. Their high standards apply equally to the sophisticated high net worth clients, as well as to clients of more moderate wealth. They strive to build long lasting relationships with entrepreneurs, family business owners, individuals, and families.

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The Essentials

Productivity, reliability and accessibility. Among other things this short list is essentially what your IT should be providing for you. If it isn't fulfilling these needs then you have to ask yourself, what is it doing? Slowing down business, causing headaches and making life difficult are answers we often hear. This was certainly the case for John D'Arpino, Billing Administrator at Bove & Langa, P.C. a Boston based law firm. One of the major issues that John explained to us was the lack of reliable remote access at Bove & Langa, "The remote access for us was very unstable and would drop in the middle of a document. You had to download the document, work on it locally and then reupload the document, it was the only way of even trying to do anything out of the office. It definitely wasn't remote access and it wasn't a seamless experience whatsoever." Along with poor remote access Bove & Langa was also faced with an aging server that was suddenly in need of replacement. This was an unexpected cost that Bove & Langa was not prepared for and it was coming with a large price tag, "ballpark this would have cost around $10,000 for the new server" John told us, "and then to get all of the other

stuff it would have been around 25 to $30,000 total." Not a cheap solution, even after all of this there were still more issues that needed resolving, "The other issue was with the reliability and accessibility of our tape backup drives, if you wanted to restore something it would take forever." After all was said and done it seemed like Bove & Langa's IT was not providing any kind of productivity, reliability or accessibility for the firm. That is until TOSS® C³ stepped in with IT as a Utility® (ITaaU).

It's just like being in the Office

After giving a brief demonstration and explaining the benefits of the TOSS® Cloud to Bove & Langa it was time to migrate the firm into the cloud, "The migration was pretty seamless, we had TOSS® onsite helping everybody

Solutions at Work
Cloud Conversion
IT as a Utility® (ITaaU)
Mobile Device Management
Tabs3 Billing Software

get setup and setting up all of the mobile devices." Now that Bove & Langa are in the TOSS® Cloud they can utilize true remote access increasing the firm's productivity. When asked about his new remote experience John told us that, "It is just like being in the office, you can't tell the difference, actually it is less distracting because nobody is around" he went on to explain, "working from anywhere is huge, just the ability to work from wherever you are and jump on and have everything right there makes attempting to work out of the office much more productive. It is more user friendly so it makes people want to do their work rather than 'oh, I'm stuck at home in the snow or I'm stuck waiting for a contractor so I'm not going to get anything done. People are more willing to do their work and it definitely increases productivity throughout the office." Now with powerful remote access thanks to ITaaU®, Bove & Langa's IT empowers its employees to be more productive out of the office, rather than slow them down.

The Big Things

IT often goes beyond simply being a tool, it becomes an integral part of a business and something that is nearly impossible to live without. Now that Bove & Langa are in the TOSS® Cloud they are experiencing this on a daily basis, "The biggest difference I have noticed is in our accounting software, Tabs (a widely used legal accounting software). Pulling reports is so much faster now; before the cloud I could go out, get a coffee, come back, and still watch the report run when I got back. Now I can't even go and get a coffee." With ITaaU® John no longer has to wait

on his computer system to get his work done, increasing his productivity. ITaaU® has also granted John peace of mind regarding Bove & Langa's data, "the security and backup security is much better now that we have it offsite with multiple redundancies. There are now backups upon backups, whereas before we had one server and if that was out, we were out. The reliability is much better and it just eases headaches." With increased productivity and reduced headaches Bove & Langa can now stop worrying about whether their data is protected and serve their clients in a more efficient way.

Focus on what's improtant

Cost is always an issue when it comes to IT, it is often unpredictable and hard to budget for. However, the cloud removes this unpredictability entirely, "It spreads out the expense in a much more budgetable way" John said, "I think any firm, but especially small and medium sized firms don't have to worry about the variability of billable hours from your IT vendor anymore, they can also reduce the capital expense on what they have to buy for their in-house technology." The predictability of the cloud allows businesses to forget about large capital investments for new upgrades. Additionally, round the clock support removes the need to use company resources to provide IT support, "IT support is much better, the ability to have someone right then and there available to jump right in to our system and see what we are seeing definitely makes any issue resolution a lot more seamless." John went on describing how this helps the firm, "It allows the firm to focus on more value added

areas and frees up staff, so it allows them to focus on things other than basic support allowing them to do more. Reducing downtime allows everyone to focus more on producing for clients instead of trying to fix Internal IT issues." This is the power of the TOSS® Cloud and ITaaU®, empowering employees to be more productive and focus on what really matters, the business. And now that Bove & Langa are in the TOSS® Cloud with ITaaU® that is exactly what they are doing.

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