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# Modernising without missing a beat:

## How GGM Lawyers kept work moving through major technology change

**Gordon Garling Moffitt (GGM) is a regional law firm with more than 150 years of history, operating across two offices with a team of over 20 staff. Their work depends on secure handling of client information, reliable access to legal documents, and systems that support consistent delivery.**

As the firm evolved, GGM was preparing to transition to a new legal practice platform while managing growing data volumes and rising security expectations. The firm needed to modernise its technology environment without slowing client work or creating unnecessary complexity for staff.

Working with Think Technology Australia, GGM strengthened access, security and support across the firm, while reducing its reliance on office-based infrastructure.

# When change couldn't interrupt the work

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GGM's environment reflected a familiar path for a growing professional services firm. Core data was held on an on-premise server, with most staff working from the office.

During the COVID pandemic, remote access was introduced, but it wasn't designed as a long-term way of working. As more staff worked outside the office, access became less consistent, making it harder to support.

At the same time, the firm was transitioning to a new legal practice platform. That meant a large volume of historical documents needed to be transferred while remaining available to the team. For a law firm, access is critical. Any disruption can directly affect work progress, communication with clients, and the ability to complete billable work.

GGM needed to modernise its environment without interrupting client work, limiting access to key information, or weakening security controls.



“While transitioning systems and modernising our IT environment, we were managing several significant changes at once. We needed to upgrade infrastructure, maintain access to critical documents, and keep the business operating as normal. Think Technology Australia's support made a critical difference in how that was managed.”

## Vanessa Gibson

Managing Partner, GGM



# Making access more reliable, wherever work happens

The goal was to move away from a location-dependent setup and create a more reliable way for staff to work across both offices and remotely.

When GGM partnered with Think Technology Australia, the focus was on stabilising the environment and understanding how the firm operated, particularly how staff accessed documents across both offices.

From there, core services were moved into a cloud-based platform, giving staff more consistent access to documents, email, and applications from different locations. This reduced reliance on office infrastructure and made it easier for work to continue as the environment changed.

User access and devices were also standardised, improving support, onboarding and day-to-day consistency across the firm. Security controls were built around users and devices, helping to protect sensitive client information without adding unnecessary friction.



“As a regional law firm, we needed to make changes in a way that was practical for the business. Think Technology Australia helped us understand what needed to happen first, what could be staged, and how to approach those changes in a way that worked for the firm.”

**Vanessa Gibson**

Managing Partner, GGM



# Managing change in a way the business could absorb

With several changes happening at once, delivery needed to be structured and practical.

Think first focused on stabilising connectivity across both offices and keeping existing services available while the new environment was introduced. This reduced the risk of disruption and gave staff continuity during the transition.

Systems and data were then moved in stages. Immediate priorities were handled first, with further improvements planned into later phases. This gave GGM a clear sequence of decisions and avoided trying to change everything at once.

As the rollout progressed, adjustments were made based on how staff were using the systems, so the final environment supported real day-to-day work rather than just technical requirements.



“During the transition, it was essential that GGM continue operating and supporting clients. The way Think Technology Australia staged the work meant we were able to keep moving forward without unnecessary disruption.”

**Vanessa Gibson**

Managing Partner, GGM

## PUTTING THE RIGHT FOUNDATIONS IN PLACE



### CLOUD-BASED ACCESS MODEL

Core systems and documents were moved away from office-bound infrastructure, so access wasn't dependent on a single site.



### STANDARDISED USER AND DEVICE SETUP

User access and devices were configured consistently to make the environment easier to manage and support.



### SECURITY CONTROLS ACROSS USERS AND DEVICES

Access controls were applied across the environment to help protect information wherever staff were working.



### STRUCTURED SUPPORT MODEL

IT, connectivity, and communications were brought under one managed service arrangement to simplify ongoing support.



### STAGED DELIVERY PLAN

Changes were prioritised and sequenced, so immediate needs were handled first, with further improvements planned over time.

# A more stable way to keep work moving

With the new platform in place, GGM moved to a more stable and predictable way of working.

Staff could access the tools and information they needed across both offices and remotely, reducing friction in daily work. For most of the team, the experience was straightforward. They could log in and continue their work without unnecessary disruption.

Security also improved in practical ways. The firm now operates with clearer controls and better visibility, giving leadership greater confidence in how client information is handled.



“Before working with Think Technology Australia, I worried about the risk of a breach and whether we would even know it had happened. We now have confidence that the right measures are in place and that the firm is being supported in the way it needs to be.”

**Vanessa Gibson**

Managing Partner, GGM

Support has also become easier to manage. With one provider across IT, connectivity, and communications, the firm no longer needs to coordinate multiple vendors. That consistency is reflected in 233 CSAT reviews, with an average satisfaction score of 99.6%.

The result is a technology environment that is easier for staff to use, easier for leadership to manage, and better suited to how the firm operates today.

## WHAT CHANGED FOR GGM?



### **Continuity through change**

Client work continued without interruption while systems and access were modernised.

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### **Smoother staff experience**

The team experienced fewer access issues and could get to what they needed more easily.

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### **Greater confidence around risk**

Leadership had clearer assurance that client information was being handled securely.

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### **Lower coordination burden**

GGM spent less time managing providers and resolving issues across different vendors.

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### **Clearer technology decisions**

The firm could prioritise changes more confidently, with a clearer view of timing and impact.

# Keeping the environment aligned as the firm evolves

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GGM now operates on a stable foundation supported by a fully managed services model.

Think continues to work with the leadership team to review what's working, identify what needs attention, and plan improvements over time. This makes it easier to adapt systems as requirements change without introducing unnecessary disruption.



“Think Technology Australia understands how GGM operates and what we require from our systems. That makes an enormous difference, particularly when decisions need to be made quickly or priorities shift.”

**Vanessa Gibson**

Managing Partner, GGM



# A partner that understands the business

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For GGM, the value of working with Think Technology Australia extends beyond the transition itself. The firm now has a partner that understands how it operates, supports day-to-day work, and helps guide decisions as requirements change.

“For a firm like ours, having the right guidance throughout the process made a significant difference,” says Vanessa Gibson, Managing Partner at GGM. “Think Technology Australia helped us make decisions with confidence and ensure the changes we made were right for the business.”



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