

# Case Study



## Smokeball

Making way for scalable  
growth with modern tools.

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### The Challenge

Smokeball is an organisation that develop a legal practice management software, to help firms stay more organised, productive, and profitable than ever before. Their software helps lawyers focus on what matters, simplifying and streamlining the technology needed to do their best work.



**It felt like I was hiring a team of experts at scale rather than having to hire one by one, and I think that was probably the most influential decision in terms of both outsourcing but also working with a partner that we trust that had good proof. Being able to scale and have that sleep-at-night factor that someone's looking out for you, something that they're experts in, pointing out things that we didn't even realise, has been fantastic.**

Hunter Steele, Founder & CEO

Smokeball were at a point where they were accelerating their growth. But they knew they needed their IT infrastructure to scale with them.

Their IT processes were internal, from provisioning to support, handled by a single senior employee. These tasks take time and took it away from his core role and responsibilities. There was a gap.

The growth plans and funding were ready. Smokeball needed to assess what IT looked like for them strategically, to support the pace they were about to embark on.

### The Solution

Smokeball is a fast pace, customer-centric business. They needed a partner that understood this and enabled the way they worked, whilst ensuring best IT practices were adopted by the business. Compromise.

This kind of transformation is a journey.

We worked with Smokeball to develop an IT strategy that outlined where they were, where they needed to be and how to get there. This makes sure staff aren't inhibited to do their best work, but change can still be made.

#### Modern Workplace

Our core Collaboration and Productivity Solution with the Atarix Security Baseline, delivered on Microsoft 365.

The working environment is always changing, and staff just want to plug and play. From devices to support, we're making it simple, secure, and out of their hands.

#### Managed Network

Staff needed to be connected.

Businesses like Smokeball don't have the time to be troubleshooting their WiFi, but we do.

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### Managed Meeting Rooms

The world is now hybrid, leveraging their existing meeting platform, keeping Smokeball and their clients connected.

We've set up plug-and-play Meeting Rooms for staff who are in the office.

As Managed Services are our bread and butter, we provide ongoing support and guidance for Smokeball in all the above areas, ensuring they are achieving the most out of the technologies they have, to help meet their business goals.

## The Value

Now that we take care of all that. Smokeball is ready to build the Rocketship.

This ultimately means that their staff get their valuable time back for proactive engineering initiatives, a clearer focus on customers and more resourcing on growth plans.

### Scalable & Sustainable

**A solution and team here to work and scale with the business and take it where it needs to go.**

### Great Customer and Employee Experiences

**Helping with solutions that just work, so technology isn't tainting the employee or customer experience.**

**First impressions are important. It's the sentiment that lasts.**

### Long-term Strategic IT

**Partnerships are key.**

**It brings an understanding of the business and a roadmap of the journey ahead.**

### Sleep-at-Night Factor

**No more sleepless nights, know your business and its data are secure.**

**Industry best practices at your fingertips, knowing everything is working as it should be.**