



### Using IT to Support a Law Firm: A Case Study

*How Fuse Networks Has Served the Iddins Group*

Fuse Networks has been serving the Pacific Northwest since 2009, providing computer support and consulting to small and medium-sized businesses. Striving to eliminate IT issues before they cause expensive downtime, Fuse Networks provides enterprise-level IT practices and solutions to the small business sector, with small business prices.

### Meet the Iddins Group:

The legal system and the law that shapes it is vast and complicated, which is what makes the services offered by law firms like the Iddins Group so critical to those who aren't as versed in such matters. First opened in 1982 as the Gagley Law Firm, the Iddins Law Group has long served its clientele's various needs through its legal services.

Of course, in order to provide their legal services to their clientele—serving their needs in probate, estate planning, elder law, personal injury, and DUI court—the Iddins Group and their 10-person team requires technology that is reliable and trustworthy. The staff there relies on their workstations each and every day,

as well as the Voice-over-Internet Protocol (VoIP) telephones that keep them connected, and the scanners that help them keep track of their extensive documentation.

Historically, the Iddins Group had relied on a sole proprietor for their IT management and upkeep (in addition to a healthy amount of “percussive maintenance”), but as their business grew in its capabilities, this simply was no longer a feasible strategy. In addition to the many upgrades that Iddins Group needed to implement, they also wanted to focus more on their security to improve it.

### Plan of Action

Putting together a team, Fuse Networks spent ten weeks onboarding their new client, migrating their email to Office 365 and improving its security, while also improving their internal network's security and security policies through firewalls and enhanced solutions.

A big factor was the migration to the cloud and its services that Fuse Networks was able to put in place for the law firm. With the onset of the COVID-19 pandemic, the Software-as-a-Service solutions that the law firm started utilizing enabled its continued operations on a remote basis—something that would not have otherwise been possible.



On top of this, the Iddins Group would have their infrastructure monitored by Fuse Network's expert technicians, the many upgrades to the system taking effect with an Internet failover to help prevent data loss. This failover is a crucial element, considering the reliance that the law firm now has on Internet-based resources for their basic processes.

### Ongoing Improvements

With the initial transition to the improvements made by Fuse Networks complete, the managed service provider has continued to make beneficial changes. These changes include the transfer of more core business processes to the cloud. Fuse Networks has also continued their management and maintenance services, ensuring that the law group has access to the resources they need to operate, ongoing business reviews demonstrating that service requests related to specific incidents decreased by 50 percent over three business quarters.

One of the most important examples of this is the fact that the Iddins Group can be much more confident in their security. Due to the nature of the business, confidentiality is absolutely paramount, so any potential avoidance of security incidents brings the law group some much-appreciated peace of mind.

### All This Being Said, The Iddins Group Would Highly Recommend Fuse Networks' Services

Thanks to the services that Fuse Networks continues to provide to the law firm, the Iddins Group can commit their collective efforts into growing their practice and serving their clientele that much better. As a result, attorney Robert C. Iddins highly recommends their services.

If you're interested in finding out more about how your business could see the benefits of better IT solutions and fully managed maintenance, reach out to Fuse Networks to learn more. Give us a call at **855.438.FUSE (3873)**, or visit our website at: **fusenetworks.com**

*"I would highly recommend Fuse Networks. They've kept us going, and I don't have to worry about technology anymore--I just know it's being handled. They're responsive. Mostly for me, it's given me peace of mind so I can focus on the aspects of my business that need my attention: like growing the business, getting the legal work done. I don't have to worry about whose printer's not working or who's fixing it, what's going on... I'm able to focus on the stuff that actually moves the needle in my business. I would highly recommend Fuse."*

*-Rob Iddins, Managing Attorney Iddins Group*