

Case Study:

A Decade of Managed IT for Legal Professionals

Ensuring security and uptime for a Chicago law firm.



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GO Technology Group has kept our systems operating at peak performance for years.

go:
Technology Group

See how we can support your firm at www.gochicagoit.com

Client Snapshot

Industry: Legal Services

Location: Chicago, IL

Firm Size: 30+ attorneys and support staff

Partnership Length: 10+ years

Key Results:

0 data breaches in a decade

100% uptime during the pandemic

Seamless legal software integration

Overview

When every deadline matters and confidentiality is critical, technology must perform without fail. That's why law firms choose IT partners who deliver reliability, security, and responsiveness.

For more than 10 years, the Chicago-based law firm Gozdecki, Del Giudice, Americus, Farkas & Brocato has partnered with GO Technology Group to manage and secure its IT environment. As a busy litigation practice with 18 attorneys, the firm required dependable technology support, robust data protection, and seamless integration with industry-specific legal software. GO Technology Group provides all that and more, with deep expertise in tools including:

- Clio – Practice management
- iManage – Document and email management
- NetDocuments – Cloud-based document storage
- ProLaw – Case management and billing
- Time Matters by LexisNexis – Practice and client management
- Worldox – Advanced document management

By understanding the day-to-day demands of a legal practice, GO ensures technology never becomes a barrier to client service.

Challenges Before GO Technology Group

Prior to switching providers, Gozdecki, Del Giudice, Americus, Farkas & Brocato faced persistent IT frustrations:

- **Security Risks:** Inadequate safeguards for sensitive client data posed risks to confidentiality and compliance with ABA Model Rule 1.6.
- **Unplanned Downtime:** System outages disrupted casework and communications.
- **Software Conflicts:** Legal tools weren't syncing effectively, and vendor support was fragmented.
- **Remote Work Gaps:** The shift to remote work during the pandemic revealed serious infrastructure shortfalls.

Tailored Managed IT Services

GO Technology Group delivered a comprehensive, law-firm-focused solution, including:

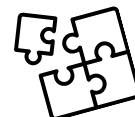


Cybersecurity & Compliance:

Multi-layered security using Next-Generation Firewalls (NGFW), Endpoint Detection & Response (EDR), and Zero Trust Architecture.

Vendor Collaboration:

Direct coordination with software providers to ensure smooth integration and swift issue resolution.



24/7 Monitoring:

Continuous system oversight with proactive maintenance via Remote Monitoring and Management (RMM).

Remote Work Enablement:

Rapid setup of secure remote systems for all attorneys, paralegals, and administrative staff during the pandemic.



Proven Results

Since partnering with GO Technology Group, the firm has experienced:

- Zero unplanned downtime—even during the pandemic
- No data breaches over a 10-year span
- Streamlined operations through seamless legal software integration
- High attorney satisfaction with responsive, knowledgeable support

Why It Matters

In legal practice, system downtime, data loss, or software friction can directly impact client outcomes and firm reputation. GO Technology Group delivers IT that law firms don't have to think about—so attorneys can stay focused on serving clients and winning cases.

Client Testimonial

"He is our first line of defense for everything. Practice management software, document management, billing software – all of these things have to talk to each other. It's taken care of and that's massively important. If we cannot work, we cannot service our clients' needs."



"I no longer have computer anxiety, and that peace of mind is invaluable."

"They did phenomenally well. Most of our lawyers have laptops but none of our paralegal or admins had laptops. We were able to get everybody set up as quickly as possible."

"I couldn't be happier. GO Technology Group is exceptionally responsive, practical, cost-efficient, and willing to go beyond to ensure our technology is always up and running. Their support during the pandemic was phenomenal – they got us set up for remote work without missing a beat."



Looking Ahead

From upgrading to VoIP to planning for future growth, GO Technology Group continues to guide the firm with expert recommendations and white-glove support. With technology constantly evolving, the firm remains confident it's equipped to meet whatever comes next.

Why Firms Trust GO Technology Group



Locally based with 30+ years of combined experience



Known for rapid response and personal service



Trusted by law firms, municipalities, and schools in the Chicago area

Is Your Law Firm Ready for Peace of Mind?

Schedule your free technology assessment—no obligations, just insights. Let's explore how GO Technology Group can protect your firm and simplify your IT.

**Managed IT Services
for Legal Professionals**



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