



Case Study

DSM Enhances IT Infrastructure of Law Firm Hill & Ponton

Introduction

Before Hill & Ponton came to DSM, they were at a crossroads: either pay to upgrade their end-of-life equipment or embrace the cloud. As a law firm located in Orlando, Florida, they needed high availability and stability to safeguard sensitive data from malicious attackers, as well as provide protection from natural elements like [hurricanes](#). They wanted additional layers of security and a recovery strategy to safeguard their business, and they knew that crafting an effective security management program with [disaster recovery](#) would be essential for future success.

Luckily, the timing was right for a [cloud migration](#) due to Hill & Ponton's desire to stay current with their technology; but they knew for a project like this, they wanted to utilize a partner they could trust. That's when Hill & Ponton turned to DSM's experts to develop a cloud migration strategy that would yield high availability to their central Florida locations and satellite offices.

At the start of the project in November 2019, Hill & Ponton had [two physical office locations in Florida and nineteen satellite offices](#) located all over the country, from California to New York. By moving all of these offices to the cloud in advance of the [COVID-19 pandemic](#), Hill & Ponton made it possible for all sites to easily transition to working from home. A secure cloud migration enabled a smooth transition to a [remote workforce](#) without the worry about IT infrastructure security and availability.

Now, the small IT team at Hill & Ponton has an enterprise-class cloud solution to include management tools well beyond a small IT shop. Their cloud security was enhanced by adding Managed Threat Protection that included services like MFA, vulnerability scanning, intrusion detection, and both SIEM and [AI-based](#) malware protection. By trusting DSM with their cloud migration, Hill & Ponton now has a highly available and secure cloud with data offsite to offset the threat of malicious attacks that come their way.





About Hill & Ponton

Established in 1986 in Orlando, Florida, the Hill & Ponton law firm specializes in veterans' disability claims. While its home base remains in Orlando, Hill & Ponton has since expanded to service clients throughout the United States, with offices in Orlando and Deland, as well as nineteen satellite locations throughout the country. In the past thirty years, Hill & Ponton has handled over 30,000 Social Security disability and veterans claims, recovering over \$300,000,000 for its clients.

Challenges the Client Faced

The Hill & Ponton team was well-aware of the challenges they were facing. While their IT equipment was capable of operating day to day, they wanted to move forward with hardware and software updates as their business continued to expand. They had end-of-life servers and software. With all of the new and ever-changing threats, Hill&Ponton knew that they wanted and needed a specialized partner to deal with an increasingly disruptive IT landscape as law firms need stability and protection for such sensitive client information.

Hill & Ponton relied on physical infrastructure with limited disaster recovery capabilities in the event of a crisis. Limited power resilience capabilities could spell disaster for the law firm, which must safeguard critical documentation. Since Hill & Ponton's main office is located in Orlando, one of the most prominent cities in a state all too familiar with destructive [hurricane seasons](#), stability was a must. Cloud migration brought together the high availability, security, and stability Hill & Ponton wanted.



Solutions Presented by DSM

DSM's cloud solution enabled the firm to feel confident that their data is highly available with multiple layers of security. In fact, Hill & Ponton have already seen their DR strategy work in a real-world disruption!

The solutions presented by DSM allowed Hill & Ponton a safe journey to the cloud and enabled them to make advances in the hardware and software services that their former systems weren't capable of keeping up with. With DSM, the law firm successfully migrated to a DSM VPC best practice deployment, eliminating previous routing issues. With their [cloud](#) going live in May 2020, the law firm was in a perfect position to respond effectively to the COVID-19 lockdowns. DSM moved session hosts inside the Cloud to SSD for greater performance flexibility in a remote environment, so when Hill & Ponton had their staff working from home due to the pandemic, they were perfectly poised for remote working and were able to operate much faster and much more reliably than their previous environment would have allowed.

By June 2020, DSM added [Managed Services \(MSP\)](#) to the VPC to enable the team at DSM to handle the monitoring, alerting, AV, Patch Management, and

[Now] Our network is now the most reliable and secure it's ever been. We're truly disaster prepared and we have confidence in our ability to do business while mitigating the dangers of working online in today's IT landscape.

server support. By trusting DSM to manage and assume responsibility for their data, Hill & Ponton's IT team gained yet another layer of support. This addition has allowed their smaller IT team to focus on more critical items in a growing company while DSM handles the compliance requirements and security.

Since then, Hill & Ponton has added both [Security as a Service \(SaaS\)](#) and offsite backups to Azure to provide another layer of protection against ransomware attackers and with SaaS, the law firm can stay confident that their IT environment is secure against aggressive security threats. DSM also provides monthly vulnerability scans, managed threat protection through Perch, multi-factor authentication, and SentinelOne. Hill & Ponton now says their infrastructure is the most reliable and secure it's ever been due to the cloud and feel truly prepared for the dangers of working online in today's IT landscape.



Current Services

- » Data Protection (DPaaS)
- » Managed Services (Cloud)
- » Azure Backup Copy
- » Office 365 Licenses
- » Security as a Service, including Vulnerability Scan, SIEM, IDS, MFA, SentinelOne

Considering Services

- » Office 365 full migration with Office 365 Backups
- » Canopy POC



What Hill & Ponton Has to Say About DSM:

What made DSM stand out against its competitors?

"The personnel make the company. You can have lofty promises from anyone, but without the team to back those promises up, they're meaningless. DSM keeps their staff long term. They're not a revolving door, people are happy to work there and it shows."

How would you describe your IT in one sentence before using DSM?

"[It was] able to keep up with day to day operation, but unable to make appreciable advances in hardware, software services, and reliability."

What have you been able to achieve since using our product or service?

"Our network is now the most reliable and secure it has ever been. We're truly disaster prepared and we have confidence in our ability to do business while mitigating the dangers of working online in today's IT landscape."

Do you think the investment was worthwhile? Why?

"100% - DSM helps our growing business with the experience, expertise, and care we need to continue growing while ensuring the future of our company through protecting its most valuable resource, our customers and their data."

Testimonial

“Partnering with DSM has led to a phenomenal improvement in our IT infrastructure security and reliability. Our one-man IT person now has the tools and capabilities of a much larger team for a fraction of the cost. We appreciate the experience of their knowledgeable staff at every step of their involvement. DSM truly has a staff that is happy to be there and it shows. We especially value DSM's commitment to client communication. We're never left in the dark on what DSM is doing, how long it will take, or when it will be. They constantly proactively alert us to needed changes/updates/downtime/potentially disastrous weather. It's a breath of fresh air for a company to not just "put us in managed mode and collect a paycheck." I wholeheartedly recommend DSM if you're looking for an IT infrastructure partner you can trust with your data and ultimately, your business.”



Ready for Your Business to Experience a Successful Cloud Migration Next?

By trusting DSM, Hill & Ponton transformed their IT infrastructure into one they confidently feel is secure, reliable, and efficient. Is your business ready to make the shift to the security and stability of the cloud, too?

We're here to help! [Contact a DSM expert today](#) to get started!



About DSM

With over 30 years of experience in the technology industry, we help clients with innovative IT solutions for data protection, data recovery, managed services, and more through an unparalleled data center network. Contact one of our professionals today to learn how we can give your most critical data total protection, while offering you complete peace of mind.

Contact Us Today!