



IT Network Services for Law Firm

PROJECT DETAILS

IT Consulting & SI

Jan. 2014 - Ongoing

\$1,000,000 - \$9,999,999

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PROJECT SUMMARY

Total Networks serves as a law firm's external resource for IT networks services. They maintain the organization's systems to make sure their operations run efficiently and securely.

PROJECT FEEDBACK

Thanks to Total Networks, the company is able to achieve a harmonious workflow that prevents them from negatively impacting their profitability. The internal stakeholders are particularly impressed with their receptive communications and vast industry knowledge.



The Client

Introduce your business and what you do there.

I'm the COO of the ninth largest law firm in Arizona. We have about 150 employees and several offices in New Mexico.

The Challenge

What challenge were you trying to address with Total Networks?

Prior to having Total Networks, we had three IT personnel who handled our IT networks and services. There were times when they would have to work nights or weekends to accomplish all that needed to be done, and manage the systems for an organization of our size. It became critical for us to have a team of IT professionals who had a wider base of knowledge, and deeper expertise in the areas that we needed.



Jacqueline McAferty

COO, Davis Miles McGuire Gardner, PLLC



Legal

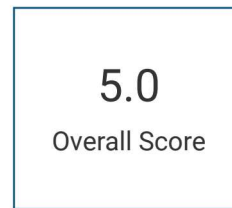


51-200 Employees



Tempe, Arizona

CLIENT RATING



Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0





The Approach

What was the scope of their involvement?

Total Networks provides us with their IT network services, and they're able to keep our system running smoothly at all times. They created a great backup system in case anything happens, and they have a 24/7 team that can take calls, which is necessary for a law firm.

In addition to that, they would sometimes have their people on-site to make sure our certifications are up to date – they're incentivized so that means they can continue raising their level of service.

Moreover, we have quarterly business reviews to make recommendations as to when servers needed to be replaced, or if different systems should be implemented – so not only do they provide support, they keep track of what's happening to our servers and security parameters. They're the ones who install the firewalls, and they're the ones who set up the backup device on-site.

They almost act like our internal CIO, as they help us with our providers such as Centrelink, or whoever it is we're dealing with – they're a good bridge to our service providers to make sure we get what we need.

What is the team composition?

I'm not sure how many people from their organization are assigned to us specifically, but the good thing is that they always have someone available whenever we need them. They have a designated team that comes on-site, and whenever we have a new product we need to roll out, they can send as many resources as we need.

We have several offices and the best part about working with Total Networks, is they're always able to dispatch someone to support all our offices.





How did you come to work with Total Networks?

When we were in the process of trying to find a provider, one of my options was Total Networks since they belonged to a professional association of legal administrators in the Arizona chapter. During our meetings, Total Networks was instrumental in providing tech support for chapter meetings, and were very good about donating their services.

They also sponsored different events so I'd known about them through my professional association. We elected to go with them because we were impressed with what they said they would deliver, and the breadth of services they could provide.

How much have you invested with them?

As far as their services go, we invest about \$200,000 a year.

What is the status of this engagement?

Our ongoing partnership started in January 2014.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

While I don't have the exact metrics, what I can say is that our systems haven't been down, which means all our billing professionals are fully working at all times. 1–2 hours of downtime would be a huge loss in our productivity, so our main concern is to have our systems up and available at all times for our employees.





How did Total Networks perform from a project management standpoint?

They do a good job of managing the project. They typically give us a statement of work for a particular task, and we work through what needs to be done. We also make sure we have the personnel and the timing set so it has the least impact on profitability.

Total Networks has been very willing to work on weekends or nights to make sure the system doesn't impact our billable professionals. They're always available 24/7, and there's also a ticketing system that we can initiate if something isn't urgent. In addition to that, we have quarterly meetings with our county representatives and key people that work with our account — as well as the owner of the company.

What did you find most impressive about them?

I like that they've taken the time and care to get to know us and what our business needs are. They stay on top of what's happening with our industry, and they're able to give us a heads up as to what needs to be done.

Are there any areas they could improve?

I haven't had any kind of requests ignored, as they've been really good and open to our feedback — Total Networks makes sure to address our issues immediately.





Do you have any advice for potential customers?

My advice before you engage with anybody, is to make sure you've talked to at least two other companies so you can have a good reference and comparison. The best fit for us, might not be the best fit for someone else, so make sure you get a feel of what their services are before you commit.

After you've done your due diligence, make sure that the partner you choose, is a partner for the entire organization and your team – ensure that they fit right in your culture so that they can help move your objectives forward.

