GLANVILLES SOLICITORS CASE STUDY



CUSTOMER
GLANVILLES

EMPLOYEES
80+

LOCATION
HAMPSHIRE,
SUSSEX

INDUSTRY
LEGAL

SERVICES
IT SUPPORT
CLOUD SERVICES
CONNECTIVITY
TELEPHONY

ABOUT GLANVILLES

Ensuring IT systems work efficiently and keeping data safe from cyber-attacks is a priority for businesses of all shapes and sizes. But for the legal industry, the stakes can be even higher.

Glanvilles solicitors regularly oversee multi-million-pound business transactions and property sales, the potential bounty for hackers smart enough to infiltrate security systems is huge. And with the nature of a solicitor's work meaning, they often hold sensitive information on clients, ensuring the data doesn't fall into the wrong hands is vital.

Law firm Glanvilles has found working in close partnership with the team, at the very highest level has helped it led the way in IT best practice.

Glanvilles were in vital need of a reliable IT support solution along with a replacement hosted IT infrastructure, Internet connectivity and telephony service.

"IT is integral to our work, it is vital that a solicitors firm has a reliable infrastructure from which to access a case management system to not only be able to generate, save, retrieve and send documents, but to accurately record time for billing; and to be able to access emails and the internet with which to communicate with clients and other parties effectively as well as conducting legal research as it provides access to vast legal databases and research tools".

"Given the sensitive nature of legal information, IT plays a crucial role in implementing robust security measures to protect client data, maintain confidentiality, and comply with data protection laws".

Josh Foxton, IT Manager.

CHALLENGE

Legal firms need IT systems that are efficient and secure to do their jobs properly.

Given the sensitive nature of Glanvilles legal information, Glanvilles required a robust IT solution to protect client data, maintain confidentiality, and comply with data protection laws.

SOLUTION

The first step was to provide a dedicated IT support team located in the firm who could deliver all user support and maintain the core IT infrastructure service built in Microsoft Azure, along with internet leased lines and hosted telephony services.

Glanvilles also recognises the importance of strategy when it comes to IT and have since tasked the team to provide an IT strategy plan to help steer its actions and IT investment over the coming years. This approach will come in useful as Glanvilles goes through a period of high growth through acquisitions.

Having a partnership at a strategic level allows the team to be on hand to advise well in advance to ensure Glanvilles growth is seamless.

RESULTS

Glanvilles now have a dedicated, handpicked team providing an efficient and experienced service, keeping their IT systems up and always running.

Glanvilles dedicated on-site team is also supported by the highly skilled technical support team, including our Virtual IT Director solution.

Glanvilles can now feel safe in the knowledge that their IT network, business information and employees are secure. The teams security solution helps prevent and mitigate threats and protect Glanvilles' IT systems against intrusion.

Glanvilles now has a reliable and secure IT provider that works with the board to ensure all IT systems scale with the business growth. Remote working is secure, and the solution has increased productivity within the team.