



bmcnetworks inc.
TECHNOLOGY SERVICES



Solutions & Success
The Inside Story

OWEN • BIRD
LAW CORPORATION

Owen Bird Law Corporation

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www.bmcnetworks.ca

About The Firm

Owen Bird is a full-service mid-sized law firm located in Vancouver. They apply a hands-on approach which helps them understand their clients' needs, win cases, and close deals at the lowest possible cost.

Their Goals

When Owen Bird's IT issues threatened to detract from their ability to achieve results for their clients, they began searching for referrals. Another local law firm recommended BMC, but was initially unable to remember their name because they so rarely had to think about their IT needs. As a busy, client-focused law firm, Owen Bird trusts BMC to deliver complete managed IT which allows them to focus on delivering exceptional service to their clients.

BMC offered JML:

- ✓ Peace of Mind
- ✓ Improved Uptime
- ✓ Less Management
- ✓ Costs they could Forecast

The Solution

BMC worked closely with Owen Bird to develop a proactive management solution for their IT needs, which included:

- **Uptime Optimization:** One of Owen Bird's biggest challenges was loss of productivity due to IT issues. BMC's proactive approach ensures that there is as little downtime as possible in order to keep productivity high.
- **Proactive Uptime Monitoring:** Taking a proactive approach to Owen Bird's IT needs means that BMC is often able to identify and solve issues before they become problematic, resulting in maximum uptime and consistency.
- **IT Vendor Management:** BMC's vendor management services allows the team at Owen Bird to focus on what matters: delivering superior service and results to their clients, instead of worrying about IT issues.
- **Strategic IT Planning:** BMC is able to help Owen Bird plan to grow their firm by working with them to develop a long-term IT strategy.
- **Service With a Set Cost:** Putting out IT fires as they happen can get costly. By working with BMC, Owen Bird is now able to accurately predict the long-term cost of their IT needs, which helps them plan for the future.



As a mid-sized firm with 90 computers, our goal was to reduce the time management spent resolving computer issues in order to improve service to our clients, and BMC has delivered on all fronts. Brian and his team are calm and professional, and their impressive and straightforward handling of service requirements and issues has instilled comfort throughout the firm."



**CHRISTOPHER WEAFER and
HARVEY DELANEY**
Owen Bird Law Corporation