



Cloud Hosting & Managed IT Services for Collections Law Firm

PROJECT DETAILS

 Cloud Consulting

 Aug. 2020 - Ongoing

 \$50,000 to \$199,999

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"Thanks to Dataprise, our internal team works much more efficiently and effectively."

PROJECT SUMMARY

Dataprise fulfills the client's IT needs, like managing emails, working with software vendors, and troubleshooting any in-office computers. Additionally, they provide cloud hosting and data compliance services.

PROJECT FEEDBACK

Thanks to Dataprise's extensive services, the firm works more efficiently and effectively with minimal downtime. Furthermore, the team has worked methodically and transparently, making it easy to track their progress. Their adherence to deadlines and accessibility further ensure a seamless project.



The Client

Introduce your business and what you do there.

I'm the director of operations at a legal collections law firm.

The Challenge

What challenge were you trying to address with Dataprise?

Our clients are extremely strict about security because we store a lot of sensitive data, so we needed someone to help us with our IT needs.



Lisa Schrier

Human Resource Director, Schrier Tolin & Wagman



Legal



11-50 Employees



Rockville, Maryland

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0





The Approach

What was the scope of their involvement?

Dataprise supports all of our IT needs, and they help us store our data securely. We have around four servers that they host for us on the cloud, and they make sure that we're compliant with security standards. Additionally, they manage our emails, work with software vendors, and ensure that everything in our office is running correctly. For example, if one of our computers is having an issue, we call Dataprise, and they take care of it for us. We work with them on a day-to-day basis.

What is the team composition?

We work with three engineers on a daily basis. Then, if I have to escalate an issue, I contact Scott (Service Delivery Manager). We also work with Matt (Corporate Recruiter & Talent Acquisition Advisor).

How did you come to work with Dataprise?

We used to work with a different vendor, but they weren't meeting our needs. As a result, we reached out to a law firm in our building for a recommendation, and they were using Dataprise.

How much have you invested with them?

We've spent \$75,000.

What is the status of this engagement?

The project started in August 2020, and it's ongoing.



The Outcome

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

We struggled during onboarding, but eventually, we picked things up. Everything's been smooth sailing since then. They've done a great job – we no longer have any unexpected downtimes, which is a huge deal. Furthermore, being on the cloud has allowed us to eliminate some issues we were having before. Thanks to Dataprise, our internal team works much more efficiently and effectively.

How did Dataprise perform from a project management standpoint?

They've done an excellent job. All their processes are clearly outlined in emails they regularly send us, which we sign off on through DocuSign. We also have weekly phone calls where we go over our issues. Dataprise has beaten all the deadlines we've set while being extremely transparent on their progress. Everything's laid out for me – I know all our downtimes, so I'm able to plan for them.

What did you find most impressive about them?

The Dataprise team is accessible – not only do I have access to their engineers, but I can also easily contact the CEO if I need to. Even though they're a large company, their customer service is fantastic and personalized.

Are there any areas they could improve?

Their staff turnover rate is relatively quick, so we have to go through the onboarding process more often than we would like. However, I understand that it's common in their industry, so it's not a big issue.





DATAPRISE

Dataprise

Do you have any advice for potential customers?

Be clear about what your expectations are and spell everything out.



DATAPRISE

marketing@dataprise.com

18885198111

www.dataprise.com