



Providing a seamless, scalable IT solution with enhanced security, 24/7 support, and efficient onboarding across multiple locations



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## The Client

**Employee Count:** 170+  
**Head Office:** Norwich, Norfolk

Established in 2013 Spire Solicitors has become one of the region's largest legal entities. Headquartered in Norwich city centre, they maintain a strong regional presence with offices in market towns like Attleborough, Aylsham, Dereham, Diss, Watton, and Wymondham and serve a wide range of clients from different industries, providing them with tailored legal services whether that be family law, employment law, personal injury and more. Their dedicated team offers a comprehensive range of legal services, delivering a friendly, tailored approach to clients.

## Our Managed IT Partnership

In January, we welcomed Spire Solicitors to our managed IT services, and by the end of February, we had successfully onboarded and made their seven sites live. This quick turnaround, achieved within just a month, highlights our efficiency and commitment to delivering timely solutions.

Spire Solicitors opted for our Premium 24 Extend package, which covers 24 incidents a year and provides the advantage of 24/7 service. This package ensures that their IT needs are met around the clock, offering them peace of mind and reliable support.

We have established a strong relationship with Spire Solicitors, and our onboarding team was highly engaged with their Head of IT throughout the process. This collaboration has been instrumental in ensuring a smooth transition and effective integration of our services.

Spire Solicitors has a small IT team and relies on us to manage the aspects they cannot handle internally. By outsourcing these tasks to us, they ensure that their IT infrastructure across all seven sites is robust and efficient. Having outgrown their previous supplier, they needed an IT supplier who could meet the rapid pace of their growing business needs. With ambitious plans to futurise their existing IT infrastructure it was important that their new IT Supplier be able to provide state-of-the-art cloud infrastructure to ensure their environment had solid foundations to build on.

Our partnership with Spire Solicitors exemplifies our ability to provide comprehensive IT support and enhance operational efficiency for our clients.



razorblue has been an invaluable partner for our firm. Their seamless onboarding process, efficient communication, and hands-on support across all our sites have significantly improved our IT infrastructure. With razorblue's expertise, we've experienced fewer disruptions, enhanced server performance, and gained confidence in our IT systems.

Their proactive approach and commitment to our success make them a trusted ally for our future projects. We highly recommend razorblue for their exceptional service and dedication to client satisfaction.

## The Challenge

Spire approached razorblue as they needed extra IT support for their internal team due to the growing demands of their expanding business. With offices spanning multiple locations, maintaining seamless operations became imperative. Compounded by reliance on outdated technologies, hindering growth objectives, inefficiencies emerged as a pressing concern. Their request for an agile managed IT solution, capable of addressing current needs while accommodating future growth, underscored the urgency for scalable and effective partnership.

## razorblue Approach

The onboarding process was efficient and the swift turnaround not only minimised disruption to Spire Solicitors operations but also instilled confidence in razorblue's capabilities.

razorblue established a strong partnership from the offset, characterised by open communication and mutual trust. By providing ongoing support to their small IT team and managing a range of complex challenges capacity we ensured that Spire had the IT resources they needed to thrive across all seven of their sites.

Due to the success and smooth onboarding of our Spire Solicitors onto our Managed IT package they were keen to discuss and explore potential future projects, including the migration of their servers and the implementation of Mimecast and migration to 365 Exchange Online.

## The Outcome

The process began with a smooth onboarding experience, initiated with clear and effective communication, ensuring that Spire's transition to our Managed IT services was seamless. A key aspect of this process was the initial meeting, where razorblue presented detailed timelines and plans, which Spire found to be reassuring and aligned with their expectations.

Throughout the engagement, razorblue maintained close collaboration with Spire Solicitors team and their

previous provider, ensuring a seamless transition and minimal disruption to Spire's operations. Despite the challenges posed by stringent deadlines, razorblue's dedicated team worked tirelessly to meet their requirements, completing the onboarding process within a remarkably short timeframe.

In response to Spire Solicitors' challenges, razorblue devised a comprehensive solution aimed at addressing their specific needs and enhancing their overall IT infrastructure. By providing connectivity solutions for all their sites, including next-generation firewalls and a robust VPN solution, we ensured seamless communication and secure access across their network. Furthermore, our migration of hosting services to the razorblue cloud not only improved efficiency but also enhanced reliability and scalability.

Razorblue visited all seven of Spire Solicitors sites. This hands-on approach allowed razorblue to gain a deeper understanding of their infrastructure and provided invaluable insights for tailoring their solutions to suit their unique requirements. As part of the onboarding process, razorblue implemented a user upload service, simplifying data management for the business and ensuring a smooth transition.

The integration of Sophos significantly fortified their cybersecurity defences, serving as a shield against potential threats and guaranteeing the integrity of their data. This is particularly vital for businesses, especially those that handle sensitive data, where maintaining confidentiality and safeguarding against breaches are paramount.

Understanding the legal sector from working with some of our other clients and their requirement for 24/7 support, along with the knowledge we gained first hand during our site visits we offered Spire Solicitors our Premium 24 incident out of hours support package allowing them to receive around the clock support to address any urgent issues promptly. Providing a vital service without the additional cost of full 24/7 support.

# Ready to upgrade your infrastructure?

Arrange a free consultation with an expert today

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