



Overview

Year: 2019

Industry: Legal Services

Customer Profile

Boyce Hatton is a highly regarded Law Firm with offices in Torbay and the South Hams providing a range of professional legal services and solutions to businesses and private clients.

For More Information

For more information about Nexus and its Services and solutions, call us on 01395 205095, email us at sales@nexusos.co.uk or visit us online at www.nexusos.co.uk.

Managed services

The requirement

Boyce Hatton has around 55 users reliant upon the smooth running of its IT systems. As part of its business planning the Management Team identified the need to upgrade its IT infrastructure in order to achieve three core aims; provide a stable operating platform, provide reliable remote access and enhance its DR capability.

For a project of this scale, Boyce Hatton needed an experienced Managed Services provider to undertake the project and thereafter provide ongoing support. Boyce Hatton considered a number of providers but ultimately selected Nexus Open Systems due to the team's expertise, impeccable track record within the legal sector and competitive pricing.

Business Solution

Following a deep dive into Boyce Hatton's IT systems, the Nexus project team sat down with Boyce Hatton to structure a programme for the infrastructure refresh. Determining that configuration issues were to blame for the server instability, the technicians quickly began the new server installation for Boyce Hatton's two offices, configuration of virtual servers and implementation of secure back-ups. The project went ahead seamlessly in-line with the agreed timeline and server work was carried out overnight to ensure no downtime for staff.

The benefits

Thanks to Nexus' infrastructure refresh, Boyce Hatton now has superior servers which are fit for purpose and deliver greater stability for its expanding workforce. Detailed planning meant implementation was efficient and caused no disruption for Boyce Hatton's core operations. Users can easily and securely access systems from any location and there is the added reassurance of knowing robust back-up solutions are in place. The Nexus team is also on-hand for all maintenance and support needs.

Adrian Richards, Practice Director at Boyce Hatton, said, "Nexus has a great reputation and I know from past experience working with them that the team is highly skilled and professional; they did not disappoint on this infrastructure refresh. Our staff can log on remotely now without issues such as crashing, enabling more efficient and productive working. The new servers have importantly improved our agility as a business, enabling us to support more flexible working employees without having to expand our offices."

"The project team assigned to us was fantastic and highly engaged, there was a good information exchange throughout and weekly catch-up calls to ensure the project went according to plan. In fact, we have already recommended Nexus to another law firm."