



A CASE STUDY  
**Labor Relations  
Law Firm**

Law firm with 100 employees representing employers in labor relations, employment litigation and employee benefits.

*“Thanks to their thorough onboarding process, Verity IT identified and closed several security gaps that would have left our business in severe danger.”*

*- IT Senior Director*



# Labor Relations Law Firm



**COMPANY** Legal and Law Firm

**SIZE** 100 Employees

**OPERATING ENVIRONMENT** Workstations, multiple servers, remote workers, various cloud applications



## THE PROBLEM

Inefficient, Expensive & Fragmented Support

- Previous Managed Service Provider was not delivering the support needed
- Aging hardware, with no hardware replenishment plan in place
- Insufficient backup and recovery in place to ensure business continuity
- Co-Managed IT Transition
  - Client's IT Director resigned during the transition to Verity IT, leaving the client short-handed in the middle of multiple projects.
  - Previous Managed Service Provider had no documented plan to help client prepare for replenishing their aging workstations, servers and end-of-life operating systems.
  - Support and communication were inconsistent from previous Managed Service Provider.
  - Client had no visibility into their IT network documentation.
  - Client had no backup solutions in place.



*Verity IT immediately recognized our frustration around technology and worked to understand our concerns quickly, efficiently and professionally. We truly feel that Verity IT knows more about technology than any other IT company we've worked with."*

- Senior Director



## THE SOLUTION

Proactive System Upgrades and Expert System Management



### SAVED \$5K PER MONTH IN LABOR COSTS

Scaled support model introduced to fill the void of the IT Director leaving, ensuring continuity of support and business operations.



### SAVED 8 HOURS OF INTERNAL BUDGET CREATION

Hardware replenishment planning introduced to simplify the identification of devices to be replaced and support the budgeting for the new equipment.



### 100% RECOVERY CONFIDENCE

Backup and disaster recovery appliance introduced allowing for recovery, but more importantly continuity of business.



### PROCESS STANDARDIZATION

Client portal introduced to simplify and standardize common ticket request types.



### REAL-TIME VISIBILITY

Interactive dashboard deployed to allow client real-time visibility into the service requests, asset inventory, warranty schedules and ticket history.



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