

Customer: Legal Services Firm



Business Problem

A large legal services firm was paying exorbitant monthly fees for services contracts and was not satisfied with IP networking solutions offered by original equipment vendors.

Problems included:

- Lack of ownership and visibility
- Dysfunctional and costly escalation process
- Undefined IT strategy and processes, which led to a reactive environment and an inability to manage vendors and outcomes
- Poor Service Level Management with no accountability
- Highly exposed and over-tasked IT organization
- Inadequately skilled network operations support staff

Network Challenges

The client faced several networking challenges due to the design of its IP-based network, the lack of control over certain security features, and the insufficient skills of the IT staff in IP networking technology.

The client needed to identify a partner with the necessary skills and proven experience to review the organization's current goals, network design, and operational processes and procedures to make recommendations for their security strategy.

Existing issues that needed to be addressed included:

- Potential security risks due to lack of security policies
- Intellectual data sensitivity
- Lack of Quality of Service

Law firms are increasingly differentiating themselves through their use of technology to deliver services. A clear strategy and management capability are critical for effectively deploying technology to meet client needs and ensure cost-effective legal services.

Multiven Services can help you build a technology function that optimizes your investments for attorney productivity and client satisfaction.

Solutions

Multiven was chosen to support the legal services client with identifying the best and most cost effective networking solutions.

Multiven worked closely with the client to understand their requirements and recommended tailored optimization services.

Multiven's carrier-class optimization services included:

- Planning, designing, and implementing a new network
- Developing and utilizing a test plan with real business scenarios
- Providing training and custom documentation to in-house support staff
- Reviewing and developing new security policies and procedures

With a multivendor TAC consisting of a 100% pool of industry-experts, cutting-edge tools and proven methodologies, Multiven can help you:

- Improve efficiencies
- Reduce network downtime
- Lower total-cost-of-ownership
- Maximize the performance of IP network infrastructure

Business Results

The client recognized significant benefits and cost savings due to the solution implemented by Multiven.

The client realized a return on its investment within one year. Largely, this was due to a 50% annual savings in network service contract fees.

Additional benefits included:

- Lower operating costs due to a reduction in support staff
- Protected investment in legacy technology while promoting secure best-of-breed hardware
- Dramatically enhanced performance and availability
- Improved security
- Increased end-user confidence

For additional information, please contact your Multiven Network Representative. You can also visit our web site at www.multiven.com or call 1-650-352-1322