

Case Study: Solicitors Office.



Introduction

This case study describes the services provided by TPCS to a large Solicitors practice. Its aim is to demonstrate the depth of skills provided by TPCS.

Background

The client had suffered several years of "IT Neglect" this is not to say no money had been spent, more the budget had been wrongly invested and the client was **not getting value** from their IT spend.

TPCS were asked by the partners to provide a strategic report on the installed IT system and present a plan for the future.

Strategic Report

A detailed site survey and interviews were undertaken and a report produced. The basic conclusions were:

- There was no network security.
- New, but poor quality, desktop hardware was giving many support issues.
- The storage space on the servers was badly managed, making location of documents and data difficult.
- In-appropriate management software.
- Non-existent backups.
- Partially installed Exchange server.
- No Anti-Virus.
- Unreliable – long lead time support.

Strategy Management

TPCS have provided IT Management services to bring the existing system up to standard and develop the system to meet future requirements.

These works include

- Regular meetings with management.
- Discussions and development with external suppliers.

System Management

To spread the cost; TPCS prioritised the required works and implemented an upgrade schedule. This allowed the client to budget for the works required.

In order to minimise disruption to the working business, much of the work was undertaken out of hours and at weekends.

With the system now in a reliable and workable condition, we have been able to start implementing new systems to make the practice more efficient. Using our range of in-house skills we have:

1. Provided on-going system management and consultancy.
2. Implemented a secure VPN and internet firewalls.
3. Prepared the system for Criminal Justice Service secure email.
4. Developed and implemented an intranet.
5. Implemented disaster planning.
6. Implemented roaming access for fee earners so they can access information from court etc.
7. Provided rolling hardware upgrades to replace un-reliable PC hardware.

Conclusion

The changes required on this site could not be implemented overnight. TPCS have worked closely with the client at all levels to provide a cost effective solution.

For further information contact us: 01524 389900 or enquiries@tpcs.ltd.uk