SirviS

SIRVIS MANAGED SOLUTIONS:
Legal Industry Case Study

Client:
Midsize Law Firms

Industry Background:
Today's law firms rely heavily on technology for all aspects of their operations. Conferencing and collaboration tools, document management, case management and more have become essential components of legal practice. Data availability and data protection are critical.

IT systems must be reliable and performing optimally to ensure that practitioners can access the client and case data they need. Data must be protected with backups that can be readily recovered. Sensitive information must be secured so that it isn't compromised by internal or external threats.

Midsize law firms typically have one or more IT professionals on staff who handle everything from user support to more complex server and networking issues. In many cases, they are stretched thin handling day-to-day tasks and lack the resources to monitor the IT environment around the clock and respond rapidly to any issues that arise. A managed services arrangement can relieve these pressures and free in-house IT staff to work on high-value projects.

Project Summary:
SirviS offers a comprehensive suite of managed services that covers all aspects of the IT environment. The SirviS managed services solution is delivered by experienced IT professionals with expertise in the entire technology stack. They use advanced tools to monitor and remotely manage customers' systems, networks, applications and cloud services.

For law firms, SirviS has developed a three-pronged approach to ensuring the highest levels of availability, data protection and security. SirviS can provide managed services as a fully outsourced option or in partnership with a law firm's in-house IT team.

SirviS Monitor & Manage. SirviS has invested in the people, processes and technology needed to continuously monitor the IT environment from the desktop to the data center. The SirviS tools can also manage cloud applications and services such as Microsoft 365 and Google Workspace. Whether systems are on-premises or in the cloud, SirviS ensures that they are available and performing optimally, and proactively addresses any issues that come up before they cause downtime.

SirviS Protect. SirviS helps law firms implement an effective data protection solution that backs up data stored on-premises and in the cloud. Backing up cloud-based data is essential given that cloud providers are responsible for protecting their infrastructure but not the customer's data. The SirviS team tests the backups monthly to ensure that the data can be recovered. If a data loss event occurs, SirviS can assist with the recovery process to minimize downtime and disruption.

SirviS Secure. Sirvis monitoring tools also look for security threats in on-premises systems, cloud platforms, and mobile devices and apps. Continuous security monitoring detects not only attempts to breach the network, but threats that are able to make it past perimeter security controls. SirviS also performs threat hunting, proactively searching for threats that might go undetected in order to minimize risk.

Project Specifics:

SirviS was tasked with integrating millions of dollars of advanced technology, some of which had not been operated outside of a lab environment and was still undergoing evaluations and certification. What's more, SirviS was asked to take over from another provider, and had not been involved in the early decision-making. In some instances, SirviS engineers had to completely rearchitect the solution to meet project requirements. Their deep expertise in networking technologies helped to ensure the success of the initiative.

All of the equipment was brought into the SirviS Global Integration Center to be inventoried, tested for basic functionality, and prepared for configuration. The SirviS team then "racked and stacked" the equipment, performed pre-configuration, and ran the equipment through burn-in testing and validation. Once the fully populated racks were shipped to the customer's sites, it was simply a matter of plugging in the equipment and connecting it to the network.

The project had an extremely aggressive timeline but SirviS was able to deliver the solution on time. Based upon the success of this project, SirviS continues to support the customer in the rollout of 5G technology throughout its environment. Ultimately, the initiative is expected to involve more than 2,500 fully populated cabinets to be deployed in more than 100 data centers across the U.S. alone.

Results:

SirviS delivered a turnkey solution backed by unmatched engineering expertise and project management capabilities, relieving the burden on the customer's IT operational team. By pre-integrating the equipment, SirviS was able to reduce the time spent at each customer's site by 25 percent, accelerating deployment and minimizing business disruption. The efficiencies created by the SirviS Global Integration Center also reduced costs significantly.