

Technology  
Consulting

Business  
Consulting

Accounting  
and ERP  
Solutions

Managed  
Services

Helpdesk  
Support

1370 Washington Ave

Bridgeville, PA 15017

412.220.8460 ph

412.220.8465 fax

[www.verticalsol.com](http://www.verticalsol.com)

## Growing Law Firm Adds an IT Department 'Overnight'

### Situation

A growing Pittsburgh based law firm had reached a point in their business life where the IT needs of the company had outgrown traditional models. The firm had tried various models including the traditional break/fix partner with in-house IT resources. These models inevitably created numerous problems and challenges. First, the method of waiting until something breaks to address the issue is extremely costly in both time and money. Secondly, the expectations placed upon a single in-house IT resource were unrealistic and ultimately lead to high turnover for the position. In addition to these challenges there was no real inventory of systems or process in place to ensure PC's and servers were up to date and safe. The goal was to provide reasonably priced IT support and free up internal resources so that they may focus their time and energy towards their actual jobs.

### Solutions

The needs of the firm included supporting their Integrated Practice Management System, Citrix environment, e-mail, file and print, anti-virus, anti-spam, server updates, backup and disaster recovery and end user support. With our deep understanding of professional services organizations, Vertical Solutions was able to address the need for high reliability systems and prompt, knowledgeable end user support that could keep their team productive. We proposed our full VCare suite which includes 24x7 monitoring, helpdesk support, patch management, anti-virus, remote support and on-site status meetings designed to maintain uptime and reliability. In addition to these services, Vertical Solutions also implemented a backup and disaster recovery solution that addressed their off-site backup requirements and provided for redundancy in their primary location.



### Results

The firm realized key benefits from the start. Internal staff gained valuable hours back focusing on their clients and responsibilities. They went from limited support & unstable systems to 'Fortune 500' style IT which included 24x7 monitoring and help desk support that was only a phone call away. PC's and servers were secure, backed up and completely up to date.

### Why chose a managed service offering for your IT needs?

- Proactive Support vs. Break/Fix model
- Managed Services Reduce Total Cost of Ownership
- Increase Customer Uptime (Reliability, Consistency and Employee Productivity)
- Increase Performance
- Reporting - Up to Date Asset Inventory
- Cost Control and Management
- Help Desk and Remote Support Included

***"Increasing our client's profitability through the integration of people, processes, and technology..."***