

SERVERS

WAN

PROXY

WEB

FTP

MAIL

SWITCH

CASE STUDY

BALES BEALL LLP

## Starting from Scratch: A New Law Firm's IT Story

“As a lawyer, when you have an IT problem, you just phone someone.  
We phone Animate.”

– Karon Bales, Partner

### THE CHALLENGE

Having worked at a large, international law firm for a number of years, the founders of Bales Beall LLP knew little about the information technology requirements of running a small law office when they opened their firm in 2005. Animate was a firm that came highly recommended as a result of its expertise in managing IT for small and medium size law firms.

The firm's immediate objective was to quickly establish a reliable and scalable network and software solution that would provide an easy transition for people joining their firm, and that would seamlessly scale according to its growth plan. But the partners' long-term goal was to find an IT partner with whom they could completely entrust their IT support and management.

Karon Bales, a co-founder and partner of the firm, remembers what it was like to initiate the search for an IT supplier based on these objectives. “After working for 22 years at a very large firm, where the IT was managed by an in-house team, it's kind of scary dealing with it all. I knew the programs we had used at our previous law firm weren't going to work for us. The individuals at Animate helped us understand what we really needed from an IT perspective. I am so happy we dealt with them.”



YOUR LEGAL I.T.  
TOTALLY  
MANAGED.

[animate.com](http://animate.com)

### A 'READY-TO-GO' NETWORK & SOFTWARE SOLUTION

After consulting with the firm, Animate got to work setting up a network and software solution that would enable the firm's lawyers and staff to hit the ground running their first day by allowing them to quickly transfer files, calendars, and emails over to the new system.

The solution also included customized practice management software that allowed staff to manage their contacts, calendars, tasks, and client matters from the start. In addition, this solution provided everyone with access to customized letter, memo, fax and other critical document templates to help streamline their day-to-day work flow.

Finally, Animate provided full remote access services to ensure the staff could access their emails and files from any location.

### PROFESSIONAL IT MANAGEMENT

The firm also entrusted Animate with the ongoing management and maintenance of its network, hardware, and software.

Animate provided an IT management and support package that gave the firm the level of service and support that was right for them, and provided the partners the assurance they were looking for. It included:

- A dedicated IT Manager responsible for ensuring the network operated at optimum performance and was accountable for all service activities.
- Remote network health monitoring to identify and address problems before they impact the firm's system.
- Unlimited helpdesk and remote support; whenever and wherever individuals at the firm need it, with guaranteed response times.
- Strategic IT planning with quarterly technology reviews and annual meetings.
- Regularly scheduled maintenance for all servers and workstations, as well as on-site visits to address any issues.

### THE RESULTS

Animate met the firm's objectives and exceeded the partners' expectations in terms of service. From day one, the staff was able to jump right into their work without having to wait for software to be installed or for access to the system. And, since setting up its IT network, Animate has continued to act as the firm's trusted IT manager and has successfully supported the firm as it has grown from six to 16 staff members.

The firm has experienced virtually no downtime and everyone has been very pleased with the responsiveness of Animate's professional IT support team. "As a customer, we feel Animate listens to our concerns, works on any issues, and figures out ways to quickly resolve all of our problems. We are happy with the way Animate deals with things, the service we get, and the proactive approach they take to getting things done," says Karon.

**"They resolve our problems properly and fast, and are a great company to deal with."**

— Jo-Anne Imbrogno, Office Manager



YOUR LEGAL I.T.  
TOTALLY  
MANAGED.

**Animate Inc.**  
600-133 Richmond St. West  
Toronto, ON M5H 2L3  
tel: 416.535.2516