

BROWN & BURNES

From Patchwork IT to a Totally Managed IT Solution

“You can’t put a price on knowing your systems are up and running, your files are safe, and your staff’s needs are being responded to quickly and professionally.”

– John Burnes, Partner

THE CHALLENGE

Brown & Burnes is a 23-person law firm focused on defense and civil litigation; often on behalf of insurance companies.

The firm was managing multiple IT suppliers who weren’t always reliable, which became increasingly time-consuming and burdensome for the firm’s staff, and often resulted in inconsistent IT solutions. This patchwork and reactive approach meant the firm’s IT was being managed on an ad-hoc basis and, in many cases issues were not being resolved in a timely and effective manner.

The firm’s partners became increasingly aware that their IT network was not functioning at an optimum level, and was becoming a source of frustration for the firm’s staff. The partners also felt the firm was exposed to increased risk because it didn’t have anyone taking a forward-looking approach to its IT management. “Our risk was quite high at that time, with a weak server and few backup controls,” says John Burnes, Partner. “I can’t begin to tell you what the cost of extended downtime would have been to the firm. I prefer not to even think about it.”

Individuals at the firm began asking their peers for recommendations on IT providers. The name that came up most often was Animate Inc.



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THE SOLUTION

After initial consultation with the firm, Animate developed a plan that would provide Brown & Burnes with a reliable, scalable network that would minimize the firm's total ownership costs and ensure it was getting the IT support it needed. The solution consisted of four key elements.

Network Update: Animate conducted an analysis of the firm's network and determined the hardware that needed to be replaced in order to improve reliability. With a new main file server and some software upgrades, the network's performance dramatically improved. Animate also updated all workstations with a consistent configuration, and then provided training to ensure the firm's staff could transition easily onto the new system.

Network Safety & Security: In addition to traditional security best practices like setting up firewall, virus protection, and anti-spam services, Animate also implemented a multi-layer back-up system to ensure the firm's data was totally protected. Animate also installed an industry-leading email security application to ensure the safety of all incoming email.

Remote Access: Animate provided the firm with a remote access infrastructure so its staff could work offsite seamlessly. The solution enabled the firm's staff not only to access their files from a central file server, but also access any applications from a remote location.

IT Management & Support Plan: Animate's IT management and support plan provided the firm with a dedicated IT Manager who was responsible for employing the best practices required to maintain a healthy network. Some of these practices included: security patching, regular security audits and proactive maintenance, as well as frequent back-up and restore testing to ensure the firm's back-up systems always function properly.

THE RESULTS

Since engaging Animate, the firm has not experienced any extended downtime. The partners have been very pleased with Animate's proactive approach to systems upgrades and security, their fast response to IT issues, and high level of professionalism.

They also appreciate the regular and frequent communication Animate offers through its IT management and support plan, especially the quarterly technology reviews that occur at the firm's offices. These meetings cover topics such as upgrades, trends, and new software solutions, which helps the firm plan more proactively so it can stay on track with its budgeting and is never caught off-guard with additional IT expenses.

The IT solutions provided by Animate have reduced the firm's business risk and have helped to improve the team's efficiency and productivity. The firm's high-functioning network has increased the partners' confidence in their IT, and they no longer worry about the potential impact of extended downtime.

"You can't put a price on knowing your systems are up and running, your files are safe, and your staff's needs are being responded to quickly and professionally" says John Burnes, "I am a very satisfied customer."

"What you get from dealing with Animate is peace of mind. Everyone in the office knows that if they have a network problem, there's one number to phone. They also know that each employee from Animate knows exactly what they're doing and will solve most problems remotely in a calm, friendly, and balanced manner."

– Michelle Rodgers, Law Clerk



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