

CASE STUDY / LEGAL SECTOR /

SHOOSMITHS /



Shoosmiths is a UK Top 30 national law firm, with eight offices, 106 partners and over 1200 staff. It offers a full range of corporate and commercial legal services as well as a range of accessible legal advice to individuals. The scalability of InTechnology's network and managed services has been a key factor in Shoosmiths' successful expansion.

CHALLENGES /

Like many legal partnerships, Shoosmiths has a fairly complex IT structure. However, the nature of its client base adds further complexity, according to David Bason, Shoosmiths' IS Director. He says, "In a way we're three law firms in one and each part presents its own distinct IT challenges."

Shoosmiths range of services includes:

- A business-to-business corporate and commercial service for organisations.
- A business-to-business-to-consumer service covering debt recovery, repossession and similar services to major financial institutions.
- A business-to-consumer service offering advice to individuals through Access Legal, launched in February 2010.

When Shoosmiths decided to find a new managed network provider in 2007 it was looking for a well-established company that would support its strategy for growth and evolving communication demands over the long-term. David Bason says, "We knew that ultimately we wanted a one-stop shop which would support our network, infrastructure and data requirements, so above all we wanted a company we could trust."

Its challenges were to find a reliable partner that would:

1. Provide a resilient, high-performance wide area MPLS network.
2. Be able to scale up rapidly to add new offices and new services.
3. Offer the option to migrate systems and applications to an efficient, secure data centre environment at a future date.

"Before using InTechnology's managed services we were duplicating huge amounts of data. InTechnology's efficient and cost-effective services have reduced our storage requirements significantly."

David Bason,
IS Director, Shoosmiths



shoosmiths

HOW INTECHNOLOGY HELPED /

After an extensive evaluation exercise, and confident that InTechnology had the technical and service credentials to be a trusted, long-term partner, Shoosmiths chose InTechnology to provide its next generation of network services.

The implementation process was very smooth and David Bason says, "InTechnology's project management was the best we've seen from a managed services provider." Shoosmiths has subsequently added further back-end services from InTechnology to free up its own IT department and maintain its commercial agility. In doing so the firm has gained:

- High bandwidth, secure, seamless connectivity between its offices and across the UK.
- Hosting of its data and critical systems, such as its BigHand Digital Dictation system, in a resilient data centre environment.
- A virtual hosting hardware environment for its SAP implementation.
- A Cloud-based managed backup service for the firm's entire 20+TB data estate.
- Managed replication from onsite NetApp filers to InTechnology's hosted NetApp filers.

INTECHNOLOGY SOLUTIONS /

Managed Network Services

- InTechnology LANnet –MPLS private fibre network

Data Management Services

- Managed Backup Service for 20+TB of data over multiple sites
- Onsite Managed NetApp filers
- Managed NetApp Replication of onsite NetApp filers to hosted NetApp filers in InTechnology data centre.
- Virtual Server Hosting for standard servers and high-demand transactional servers.

- Access to a dedicated account management team with standards monitored by SLAs and regular client review meetings.

BENEFITS /

InTechnology's solutions met, and continue to meet, Shoosmiths' strategic, operational and budgetary requirement. David Bason says, "From our initial contacts with the team from InTechnology it was apparent that they understood what approach was required when dealing with a company like Shoosmiths."

Reduced pressure on the Shoosmiths' IT team has allowed it to focus on core priorities and there have been wide-ranging financial benefits from the outset – the firm was able to buy out its existing contract, install the new InTechnology network and expand bandwidth, all for a reduced annual fee.

David Bason says there have been significant benefits across the board:

- **Cost savings.** Not only has InTechnology's hosted data centre reduced substantial energy and maintenance costs that would have been needed for an on-premise facility, but InTechnology's deduplication of Shoosmiths' data as part of its backup and replication service has significantly reduced storage requirements.
- **Time efficiencies.** The time needed to backup data has been substantially reduced; the removal of the time previously needed to change tapes alone has saved about 1600 hours a year.



- **Enhanced resilience.** InTechnology's data centre and network have brought higher availability and improved performance.
- **Opportunities for growth.** The scalability of the network and managed services, and the rapid, cost-effective delivery of communications to new offices has supported and enabled Shoosmiths' expansion.
- **Improved customer service.** InTechnology's managed backup and replication services have enabled better recovery times, leading to a smoother interaction with customers.

FUTURE /

David Bason says that Shoosmiths is very happy with the partnership with InTechnology: "Supporting everything from highly secure virtually hosted systems to totally accessible customer-focused information, InTechnology has the robustness and flexibility to support our widely divergent needs. I expect to be using its services for many years to come."

"InTechnology has proved itself to be an excellent partner, a company that we really trust. Its technical expertise was apparent from the start, its project management of our MPLS installation was the best we've seen from a managed services provider and I expect to be using InTechnology's services for many years to come."

David Bason,
IS Director, Shoosmiths

To learn more about how we could help you,
call 0800 983 2522 or email contact@intechology.com

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