

Cloud Legal Case Study

National Law Firm



Denver, CO



150+ users



Multiple locations



Challenges

- Users frustrated with performance and app access - unable to work flexibly

IT team struggled to manage all support needs

- Challenges with Citrix VDI
- Pending software updates

- Lacked redundancy within system infrastructure

- Lacked redundancy from a network, power and cooling standpoint



RapidScale Solutions

- CloudDesktop (DaaS)
- CloudServer (IaaS)
- Managed Office 365

A large national law firm now benefits from RapidScale's DaaS environment for seamless and secure access to apps, full management, and superior client experience.

Customer Challenges

The client is a Denver-based national law firm that provides a full-range of professional legal services to a diverse group of clients. The firm had a limited IT staff that was struggling to serve many employees and experiencing a variety of common IT challenges that were impacting attorney productivity. Employees were frustrated with the frequency of application downtime and poor user experience when accessing their mission-critical applications, including Worldox and ProLaw. The firm also lacked redundancy within their system infrastructure, and the incumbent MSP hired to support IT was failing to meet their needs.

These challenges were extremely impactful to the business, preventing attorneys from completing their work and charging for billable hours.

The Engagement Process

The firm already understood the value in finding a cloud provider that could address application downtime and poor user experience, while simplifying their IT management and streamlining employee productivity. The client brought in a RapidScale sales partner who was tasked with finding a handful of qualified providers to give the customer several strategic options moving forward.

RapidScale differentiated itself through its ability to deliver a comprehensive solution addressing all of the client's IT challenges and enabling the law firm's hiring strategy. RapidScale also offered painless scalability and vast experience in migrations of infrastructure and Office 365 management to avoid downtime and production issues as the solution was being built out.

Although RapidScale was the most expensive solution proposed, the client saw the value in the complete solution presented, which could not be matched by the incumbent MSP or another hosting provider.

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“With CloudDesktop, the law firm’s users are now BYOD-enabled to work from anywhere, at any time, without sacrificing productivity.”



The Outcome

RapidScale’s sales and technical teams came together to create a flexible solution that fit the customer’s expectations and needs. Technology leaders worked to build the best solution, while the sales team established rapport and ensured that the client felt confident in RapidScale throughout the entire process.

RapidScale’s **CloudDesktop**, **CloudServer**, and **Managed Office 365** offerings delivered a customized solution that addressed all of the law firm’s underlying IT pain. The comprehensive approach met the founder’s vision to be able to hire attorneys anywhere by removing the barrier of remaining within “four walls.”

With CloudDesktop, the firm’s users are BYOD-enabled to work from anywhere, at any time, without sacrificing productivity. The solution also rectified the poor user experience and assuaged leadership’s concerns around application downtime and its impact on billable hours.



Final Solution Highlights

- Met CEO’s vision of hiring attorneys anywhere, without the barrier of “four walls”
- Customized solution addressing all pain points
- Users can work anywhere, at any time without sacrificing app performance
- More complete solution compared to local MSP or competing provider

Final MRR: \$18,751

Term Length: 36 months

Packet Fusion

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Connecting the Dots to the Cloud