Anderson & Kreiger LLP moves from Frustration to the Cloud with TOSS® C³

Customer Profile

ANDERSON & KREIGER LLP

Company   Anderson &
          Kreiger LLP
Industry Law
Location Cambridge, MA
Website   andersonkreiger.com

"Now for the first time, users enjoy a remarkable remote experience characterized by ease of use and reliability while using the exact same desktop, personal configurations, and profiles as they do when sitting in the office."

Carl Easton, IT Consultant, Anderson & Kreiger LLP

Goals
- Solve Anderson & Kreiger's performance and downtime issues
- Provide a redundant backup plan
- Ensure security for the law firm
- Reduce capital expenditures on IT
- Provide reliable remote access

Approach
- Moved Anderson & Kreiger LLP fully into the cloud with ITaaU®
- Provided anywhere access and improved performance with ITaaU® and MDM
- Provided a full backup plan and increased security as part of ITaaU®

Results
- Anderson & Kreiger LLP now has reliable remote access to its desktops and data
- Increased performance and eliminated downtime
- Removed capital expenditure for new hardware
- Ensured redundant backup and security

Application Areas
- Cloud Conversion
- Security
- Remote Access
- Backup/Disaster Recovery

Company Profile

The lawyers at Anderson & Kreiger have earned their reputation as tough and skillful advocates. They have achieved a long record of successful judicial rulings and favorable settlements for their clients on a wide range of local and national issues. They bring this same passion and resourcefulness to their fast growing and sophisticated transactional practices.

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> Carl Easton,
> IT Consultant,
> Anderson & Kreiger LLP

The Frustration of IT

IT can be an incredibly powerful tool and is absolutely essential to the daily activities of any business. However, ask any user and they will tell you that IT can also cause some major headaches. This is the problem that Anderson & Kreiger LLP was facing with their in-house infrastructure. Carl Easton, a prominent IT consultant in the Boston area, and previous CIO of a Am Law 100 firm; serves many of the law firms in the Boston area including Anderson & Kreiger LLP. He explained the issues that the firm faced, "IT in most firms can be a very frustrating experience for many lawyers and administrators, and Anderson Kreiger was no exception," Carl went on to explain, "Keeping up-to-date in the ever changing world of technology with limited resources is the main challenge. This leads to a whole host of problems." Some of the problems Anderson & Kreiger LLP was experiencing included: performance and downtime issues as their backup technology and disk space struggled to keep up with the firm's data, IT staffing issues, never ending capital investments and poor remote access. These are all issues that many firms experience on a daily basis,

but it doesn't have to be this way as Anderson & Kreiger LLP would soon find out.

Making the Move

Anderson & Kreiger LLP was in the process of moving offices, and a major goal was to leave their old servers and IT equipment behind, that's when they found out about the cloud and TOSS® C³'s IT as a Utility® (ITaaU) Solution. After a few Q&A sessions and a demonstration of ITaaU®, Carl and George Hall, Anderson & Kreiger's Administrative Manager, quickly saw the possibilities that the cloud held for the firm. Along with removing the need for expensive servers, the cloud would provide the firm with a redundant backup plan as well as reliable remote access.

Solutions at Work
Cloud Conversion
IT as a Utility® (ITaaU)
Mobile Device Management
Worldox
CMR 17 Security Suite
Summation Concordance

Now it was time to migrate Anderson & Kreiger LLP to the cloud, "Relative to most large IT projects, our cloud migration was pretty simple and pretty painless," Carl told us. He then added, "The ease of transition to a managed service and a cloud desktop was pretty much a non-event for users in the office." With Anderson & Kreiger's users now in the cloud they could increase their productivity and utilize all of the great benefits that the TOSS Cloud offers.

Reliable Remote Access

One of the major pains Anderson & Kreiger LLP experienced with their previous IT was a lack of reliable remote access, now with ITaaU® that is a thing of the past. Anderson & Kreiger's users can now access all of their data out of the office, on dissertation, even at a local Starbucks. Carl explained the impact this had on the firm, "Now for the first time, users enjoy a remarkable remote experience, characterized by ease of use and reliability while using the exact same desktop, personal configurations, and profiles as they do when sitting in the office. At the same time all remote users are reporting better application performance than they ever had when connecting directly to the Firm." With increased reliability and upgraded performance out of the office, Anderson & Kreiger LLP now has a leg up on the competition.

Users can walk into any courtroom or dissertation take out their laptop, tablet or smart phone and instantly have access to their desktop. It's as if they never left the office. As a result ITaaU® has significantly improved the lives of key personnel at Anderson & Kreiger LLP.

All of the Benefits none of the Headaches, Welcome to TOSS®

IT can be incredibly frustrating, but it doesn't have to be. With IT as a Utility® (ITaaU) from TOSS® C³ you can take the hassles out of IT, all while gaining: upgraded remote access, a reliable backup plan and reduced expenses from pricey hardware. When asked why he recommends ITaaU® to his clients Carl told us that, "Users like the 100% uptime of the infrastructure; the new, user friendly remote connectivity, and the responsiveness and quality of the help desk," he then went on adding that, "Firm administration appreciates the cost certainty of the budget and that they can get out of the IT business. They also appreciate the relief from day to day IT operations, avoidance of large capital expenses, as well as not having to hire and retain IT skills or rely on outside consultancies." With ITaaU® Anderson & Kreiger LLP is now enjoying all of these benefits, and is helping to revolutionize the legal industry with TOSS® C³.

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