

Case Study: IT Transformation

From vulnerable network environment and outdated break-fix approach to **highly secure**, reliable, and ROI-effective Managed IT Services



INDUSTRY: Legal Services
TEAM SIZE: 65 supported users
LOCATIONS: 5 offices
BASED: Wayne, NJ

Scura, Wigfield, Heyer, Stevens & Cammarota, LLP (SCURA) had enough of frustration with substandard tech support from incumbent IT provider.

Before IT CHALLENGES

- Lack of proper IT management guidance.
- Lack of IT alignment with the ever-changing needs of the business.
- Long response times for help-desk requests.
- Work interruptions and costly downtime
- Ongoing struggle with reactive break-fix rather than proactive IT support.
- Extremely outdated technologies, such as tape backup.
- Productivity decline due to
- ongoing IT issues.

Scura, Wigfield, Heyer, Stevens & Cammarota, LLP (SCURA) is a 14-attorney New Jersey based law firm.

SCURA's legal practice areas include bankruptcy, personal injury litigations, employment law, discrimination, corporate transactions law and litigation, civil litigation, estate planning and administration, elder law and Medicaid planning, and real estate.

SCURA turned to powersolution for a proactive Managed IT security and support service.

After IN CLIENTS WORDS



Alexa Gonzalez
Paralegal and Office Manager

Powersolution impressed me when we first engaged them in 2017 by managing a smooth and seamless transition from our previous IT provider. Since then, our attorneys have often expressed how professional, knowledgeable, and responsive the entire powersolution team has been in supporting SCURA. Personally, **I've worked with many IT companies and believe powersolution to be by far the best!** Now that we are into our sixth year (2023) working with powersolution, they continue to help me along with the attorneys and other staff members to be more productive day-in and day-out I highly recommended them!



John J. Scura III, Esq
Partner

In 2017, the powersolution team helped us to analyze our IT operations, including infrastructure, security, support, and processes. With the benefit of this analysis along with ongoing virtual CIO (vCIO) services from powersolution, we implemented an IT infrastructure that evolves as our business changes over time. We are focused on increasing productivity by always aligning our IT with the changing requirements of the business, along with an ongoing need to maintain a high level of IT security. In 2023, powersolution continues to be our valued partner - providing an exceptional level of high-quality IT security and support.

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HOW DID WE HELP?

After a confidential review and analysis of SCURA's technology requirements, policies, and procedures Powersolution crafted a plan to implement industry best practices.

IMMEDIATE BENEFITS OF IT TRANSFORMATION FOR AIN:

SCURA now enjoys a high-level of IT security, along with being assisted by a help desk support team that delivers our famous 15-minute average ticket resolution time. Now, SCURA gets superior service, strategic IT guidance, reduced downtime, and lower cybersecurity risk – all resulting in better ROI for their IT investment



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Director of Business Development
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My team and I would LOVE to help with you IT let's talk!

• Achieved Stability:

The environment was stabilized and secured in the Cloud, eliminating a need for SCURA to invest in new server hardware and operating software.

• Connectivity, Storage, and Communications Upgraded:

The entire IT environment was migrated to Azure Virtual Desktop, working in combination with Microsoft 365. This facilitated improved and secure connection, storage capacity, and communication options for computer users when working in-office or remotely.

• Outdated Technology Handled:

End-of-Life servers were decommissioned, shifting all workloads to the Cloud.

• Software Transition Accommodation:

The firm's change to a new legal software platform, remote workers were securely connected to the office environment through a Remote Desktop Server solution, including data storage.

• Superior Security:

The new environment included securing the network with powersolution's Secure Global Network (SGN), creating an "Always Connected, Always Protected" environment, for both in-office and remote workers.

• Threat Protection and Prevention:

In addition to SGN, powersolution implemented a next-generation suite of extra cybersecurity protections to monitor for cyber-intruders and to secure open communication ports, helping the organization avoid any future ransomware or cyberthreat incidents