



Using IT to enable business value for law firms

With an optimised and highly available infrastructure, law firms can reduce costs, increase productivity and improve business agility. The result: lawyers and clients benefit from instant access to information and firms can become more commercially driven and efficient.

Business Challenge

The commercialisation of the legal sector means that law firms are operating in an increasingly competitive environment. As a result, they need to maximise efficiency and reduce costs to maintain profitability.

The forthcoming Legal Services Act will further increase this need, and place a new focus on transparency and proven value-add to clients.

IT is now widely recognised as a strategic enabler that can help law firms to increase productivity, offer staff greater flexibility and improve transparency and customer service levels. The increased importance and dependence on technology in the legal sector means that system downtime can be of great cost to the business.

Law firms therefore need access to an increasing range of specialised resources to implement and manage their IT infrastructures while minimising disruption to staff and fee-earning activities.

Key benefits

Computacenter can offer a broad range of services to help law firms select, implement, support and manage their technology and maximise investments.

We understand the drivers and demands that law firms place on infrastructure services. We continuously develop services and solutions to deliver against these requirements, with service and governance models specifically tailored for the legal sector.

Maximise the value of your IT investments:

We help optimise the existing infrastructure and new technology deployments to help reduce both operational expenditure and the need to purchase new hardware or software. Our support and managed services are designed to deliver year-on-year cost-savings by using proven and cost-effective processes developed by our shared services model.

Increase transparency and business agility:

Our team of experienced technical consultants and project managers help you adopt new technologies faster and more effectively to meet changing business needs. We also help you develop an IT environment that facilitates flexible working practices and superior levels of transparency.

Boost productivity: We can offer guaranteed service availability levels and round-the-clock monitoring to minimise IT downtime and ensure that staff are able to work efficiently and effectively.

"Thanks to Computacenter's experience and knowledge, we have been able to enjoy significant cost savings on our Microsoft Enterprise Agreement. It has also helped us to create a software licensing roadmap for the future that will enable us to maximise our assets while minimising cost on an ongoing basis."

Stuart Walters, Head of Applications,
Eversheds

"Computacenter was selected as our partner on the basis of its credentials – its skills, experience and accreditation in the technologies we required were second to none. The quality of work produced, especially in relation to developing our storage requirements, virtualisation and replication options was excellent. Finally, the cultural fit between our organisations meant that doing business with Computacenter was both straightforward and highly enjoyable."

Nathan Hayes, Head of Infrastructure
and Technology, Osborne Clarke

Using IT to deliver business value to law firms

Deliverables

Our expertise spans optimisation, support and management of the entire IT infrastructure: datacentre, applications, networks and end-user devices. We deliver services and solutions that are flexible and adaptable to suit your specific needs:

Managed Device: We provide a global service desk, onsite resolution, seamless request management and optimal transformation to ensure your IT infrastructure meets both current and future business requirements.

Managed Datacentre: We monitor and manage your datacentre infrastructure to reduce incidents and avoid outages.

Datacentre Technology Optimisation: By undertaking a discovery exercise to audit and document your organisation's environment and infrastructure, we will be able to understand the potential for the consolidation, virtualisation and standardisation of your datacentres to drive efficiency and quickly deliver significant cost savings.

Unified Communications: We will design, test, implement and support a communications infrastructure that will deliver increased value to the business, so that people using different modes of communication, different media, and different devices can still communicate to anyone, anywhere, at any time.

User Collaboration: We employ a workshop approach to establish how your firm operates and identify the most appropriate collaboration tools to help you optimise organisational efficiency.

Print support: We analyse your print environment and deliver efficiencies by establishing reporting and control metrics to optimise print performance. We can also help you to minimise environmental impact, consolidate contracts for greater cost efficiencies and implement commercial frameworks with flexible working practices.

Why Computacenter?

Proven Credibility

- Support 25% of FTSE 100 companies
- Industry specific Finance, Retail and Government reference customers
- Vendor accreditations and partnerships

Proven Capability

- 2,200 trained IT technicians
- 98% of our service management team are trained and qualified in ITIL
- 70,000 servers supported
- 1.5 million devices supported

Complete IT Infrastructure Services

Our real services experience enables you to achieve greater IT and business value. Through the engagement with our Shared Services Factory, you have the opportunity to benefit from our proven best practices.

What next?

To find out how Computacenter can help you, please contact your account manager or email enquiries@computacenter.com