



A law firm on a transformative
journey matched by its ambition

CASE STUDY



This is a case study that explains the choices made by a law firm looking to technology to improve its ability to get closer to clients, engage with colleagues and concentrate on what they do well. It is a case study that examines the business case for change, not the benefit of different pieces of new IT equipment, compared to the existing. That detail, which is important, is offered towards the end of this case study, but to start we'll look at the firm and its ambition for change.



CLIENT BACKGROUND & BRIEF

In need of more than an infrastructure refresh.

Taylor Walton is a renowned professional law firm, with more than 150 dedicated professionals, working from offices in Luton, St Albans and Harpenden, providing a full range of legal services for businesses and individuals.

A familiar situation had developed over time, with IT systems and infrastructure under pressure maintain pace with growth of the business, despite significant investment in on-premise server infrastructure. Growing demand from users wanting to do more, the need to introduce new applications and clients wanting closer collaboration drove the desire for change.

Reflecting the importance afforded to the digital transformation of the firm, technology is represented at board level, typically the second point on any agenda. Technology is now seen as a key driver of firm's development.

In the market for change

It was decided to seek a fully managed IT service, integrated with the existing on-premise server infrastructure, to ensure maximum flexibility and agility of the final outcome, whilst extracting maximum value from the existing assets.

Although the need for change had been identified as a business priority, the firm spent the appropriate amount of time evaluating all the available offerings of the main providers in the market, with a view to working with a business experienced in the legal sector and the unique challenges it faces.

Like many firms, Taylor Walton uses a range of solutions providers to manage and maintain their IT resources, supported by a small in-house IT team. In this case the Quiss' technical teams worked hard to understand how best to design a solution that delivered a more streamlined, efficient IT system.

Integrating the on-premise physical server architecture with a public Cloud to create a hybrid solution, proved no difficulty, with our service renowned for delivering what is best for each client, rather than what is easiest for us to provide.

The Cloud solution we specified for the disaster recovery and backup service, used to complement the on-premise server infrastructure, is Microsoft Azure, with Microsoft 365 implemented for email, Teams, security etc.

The installation of all the new equipment, including laptops, desktop PCs, network switches etc., took place over a single weekend to minimise disruption to Taylor Walton and the work it undertakes for its clients, when even an hour's downtime could be critical.

THE SOLUTION

Solid technology at heart of holistic considerations



Taylor Walton will imminently achieve the Cyber Essentials Plus accreditation, a Government-backed, industry-supported scheme designed to help organisations protect themselves against the growing threat of cyber-attacks, that involves a rigorous examination of their security systems.

Reflecting the growing importance of cyber awareness when renewing mortgage panel memberships, or negotiating insurance policies, etc., the firm recognises whilst technology and Cloud-based solutions drive greater efficiency and agility, all potential risks must be addressed.

The transformation has so far taken just 12 months from the initial assessment of the market for suitable service providers, with the pace quickening once the advantages afforded were recognised and Quiss had been identified as a trusted partner that could help visualise the route of change.

With almost prescient foresight, the transformation into a more efficient and flexible business, preceded the global pandemic by a few months, the collaboration between Quiss and Taylor Walton enabled the business to power through the recent lockdown, with little impact on productivity or client relationships.

The firm is embracing new technology as a driver to streamline the business and its activities, from reducing the paper used in the office to becoming more client-focussed, it all adds to the success of the firm now and for the years to come.

Quiss deployed and managed the following technical elements



Hybrid Cloud Solution. On-premises infrastructure (to maximise ROI on existing equipment), aligned with Microsoft Azure disaster recovery and business continuity



Microsoft 365 (for email, Microsoft Teams and security)



Refreshed 3 LAN, with newly installed wide area network



Big-Bang Install Weekend

- 105 HP laptops
- Continuous evaluation leading to expansion of 40 laptops purchased to support agile fleet
- 15 technicians on site



Business Support

The Taylor Walton business supported by Quiss Technical Account Manager



Service Wrap

Quiss managed service wrap

Lexcel appreciates the important changes



Lexcel is the Law Society's legal practice quality mark for client care, compliance and practice management. Taylor Walton received an outstanding result in their recent assessment, being commended by the assessor for having the most comprehensive set of documents and processes he had witnessed in 25 years undertaking his work.

A large part of the glowing report was linked to the technology, with Lexcel recognising the firm had implemented a number of key software and hardware projects since the last assessment, which had been opportune in facilitating remote working during the 'lockdown'.

The report notes the practice had coped very well in relation to the restrictions imposed by the 'lockdown' with the initial, near-total shift to home working, accomplished with a minimum of disruption.

Disaster recovery and business continuity, both improved and enhanced by the utilisation of Microsoft Azure, also contribute to the picture of a robust, resilient law firm, confident in the knowledge their IT systems and infrastructure will drive the growth strategy, not hold it back.

CLIENT FEEDBACK



Dermot Carey
Managing Partner
Taylor Walton



I am both impressed and gratified that Taylor Walton, with the help of Quiss, has travelled so far on its journey of digital transformation, in a relatively short time, which saw us well placed during lockdown and well equipped for future developments and growth. The hybrid solution that makes the most of our on-premise server environment, whilst combining disaster recovery and business continuity solutions in the Azure Cloud, ensures we have confidence in our technology as we look to develop our growth strategy and become an even more client-focussed business.

THE FINAL WORD FROM US



The success is largely down to the time we spent at the start, specifying a solution that worked best for the Taylor Walton business model. We believe our approach, including a single weekend rollout, with 18 technicians across the firm's 3 offices and floor-walking Monday and Tuesday to resolve minor issues, has inspired confidence across the firm. Everyone now recognises when the solution is tailored exactly to the business and supported with the appropriate resources, technology is an enabler for business, not a stumbling block.

Clive Taylor
Operations Director
Quiss Technology

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