QUISS
Technology. And so much more...

SEDDONS GSC

CASE STUDY

SEDDONS GSC SEE THE VALUE IN TRUE PARTNERSHIP WITH QUISS TECHNOLOGY

"Although the two projects were separated by a couple of years, the same Quiss team that managed our initial migration from Citrix to Microsoft Azure also supported the merger of GSC into Seddons. This continuity was invaluable and instilled a great deal of confidence in the process. Consistency in personnel is especially important when undertaking business-critical initiatives."

James Temple
Chief Operating Officer at Seddons GSC

Law firm Seddons GSC were in the market for a new technology partner to help transition its IT infrastructure to the Microsoft Azure environment when problems with the incumbent managed IT services provider accelerated their plans.

Seddons GSC's senior management team was seeking a partner to facilitate the migration to the Azure environment and assist the firm in managing this going forward. The business benefits to the firm, from a very clear growth strategy, focused on mergers and acquisitions, to deliver the desired growth agenda in a controlled and manageable way. With a merger being considered, the scalability offered by a move to Azure was one of the key factors in the decision.

Quiss quickly emerged as a top contender for partnership, thanks to its strong reputation within the UK legal sector. The Seddons team became familiar with the firm through a series of industry events and insightful conversations with Quiss's existing clients, which helped build a solid foundation of trust and understanding.

At the end of 2023, Seddons took the decision to move to the new environment and the technical team from Quiss, having recommended a move to Microsoft Azure Virtual Desktop, was able to migrate Seddons away from their existing Citrix environment.

Throughout the process, the teams developed a strong rapport. The Quiss technical team demonstrated its in-depth and detailed understanding of the legal sector, as well as the unique challenges faced by law firms of all sizes. Their advice was consistently clear, engaging, and free of technical jargon, making complex topics easy to grasp.

By demonstrating not only the necessary expertise but also a genuine understanding of Seddons' business goals, Quiss quickly established itself as a trusted partner. This alignment with the firm's vision demonstrated why the firm chose Quiss as its strategic technology partner and validated that they had made the correct decision following their extensive market evaluation.

"It was immediately clear that the Quiss team understood our business, our objectives, and the outcomes we were aiming to achieve. They were already familiar with our systems, the applications we relied on, and the technical requirements of the project. Without this depth of knowledge and established relationship, the project would likely have taken significantly longer and risked missing the tight deadlines set by the business."

James Temple
Chief Operating Officer at Seddons GSC

WHY A VIRTUAL DESKTOP ENVIRONMENT MADE SENSE FOR SEDDONS

Seddons made the strategic decision to transition from Citrix to a Microsoft Azure Virtual Desktop (AVD) environment for several compelling reasons. Chief among them was the ability to scale resources up or down quickly and efficiently, an essential capability in today's dynamic legal landscape, especially given the firm's growth strategy.

Quiss played a pivotal role in this transformation, facilitating the migration to OneDrive and consolidating Seddons' server infrastructure within Azure. By leveraging the tools available through Microsoft 365, the firm was able to realise significant commercial benefits from this streamlined, cloud-based approach.

From the outset, it was clear to Seddons' senior leadership that Quiss was the right technology partner to support the firm's future growth. This became even more evident when the merger with specialist London firm GSC Solicitors was announced.

A key consideration during the merger was ensuring that the new Azure environment could seamlessly accommodate the additional users and data from GSC. Thanks to the groundwork already laid during the Citrix-to-Azure migration, and with Quiss's continued support, integrating GSC's servers, systems, and applications into the existing AVD environment was a smooth and straightforward process.

While the business aspects of the merger took time to finalise, the technical integration was completed swiftly and without disruption. This was critical, as the Seddons team had just eight weeks to complete the migration once the merger was confirmed.

The decision to appoint Quiss as the firm's technology partner proved invaluable. Their deep sector expertise enabled them to overcome the complexities of merging disparate practice management systems and migrating large volumes of data within the tight timeframe.

Ensuring that incoming lawyers had immediate access to their case files, communications, and data from day one was essential, and this was achieved without compromising the high standard of legal service for which both firms are known.

In any merger or acquisition, technology should act as an enabler, not a barrier. In this case, seamless access to Microsoft 365 from day one allowed teams to focus on their work rather than the mechanics of integration, an essential factor in the success of the merger.

"Often the focus of these stories is the technology, but for the team here at Quiss these projects demonstrate the importance of a deep and genuine understanding of the unique challenges of the legal sector and the client's business objectives.

"Knowing what they want to achieve and being able to deliver on time is more important than trying to impress the client with a lot of technical knowledge. They need to know we not only have the skills to deliver, but also the experience in their world to deliver a seamless migration, shaped by the advice we provide at the outset.

David Ricketts
Head of Business Development at Quiss

QUISS' HANDS-ON SUPPORT INSPIRES CONFIDENCE

To minimise disruption, the merger between Seddons and GSC Solicitors was scheduled to take place over a weekend, allowing any potential issues to be addressed outside of business hours. Quiss deployed a dedicated technical team to London, equipped with newly branded laptops for the incoming GSC team, prepared for an intensive and carefully coordinated transition.

A critical part of the process involved unifying the domain names of both firms and merging all mailboxes into a single environment, while ensuring that the GSC team retained full access to their historical data by Monday morning.

By Sunday evening, the transition was complete. All domain routing and associated rules were functioning seamlessly, and the migration of data, including GSC's practice management system and legacy file servers, into the Seddons Azure Virtual Desktop environment had been successfully executed.

Quiss remained on-site Monday morning to assist with onboarding, ensuring every team member could log in and begin work without delay. The transition proceeded smoothly, with only a few minor teething issues typical of a project of this scale.

Although the project had been scheduled to run until Wednesday, the efficiency and thorough preparation of the Quiss team meant everything was operational by Monday afternoon, allowing them to wrap up early, confident in a job well done.