CASE STUDY

# How Legal Services Firm Keeps Systems Running and Client Data Secure with IT Pros Management

Responsive, security-first managed IT support that keeps a mission-driven legal-aid organization operational and its sensitive data protected.

**INDUSTRY:** Legal Services | **SERVICES:** Managed IT Services, Cybersecurity Services

## Executive Summary

Legal Services Firm, a mission-driven legal-aid organization, needed dependable technology support that resolves issues fast and protects sensitive client information. IT Pros Management provides ongoing managed IT support with responsive problem-solving and attentive, relationship-driven service, so staff can stay focused on serving clients rather than managing technology.

## Challenges

- Needed responsive technical support that resolves issues quickly without pulling staff away from client casework.
- Wanted to remove the burden of managing technology internally so the team could focus on its legal mission.
- Any system downtime meant staff could not access files or serve clients when it mattered most.
- Required protection for sensitive client information handled daily across the organization's systems.

## IT PROS MANAGEMENT'S APPROACH

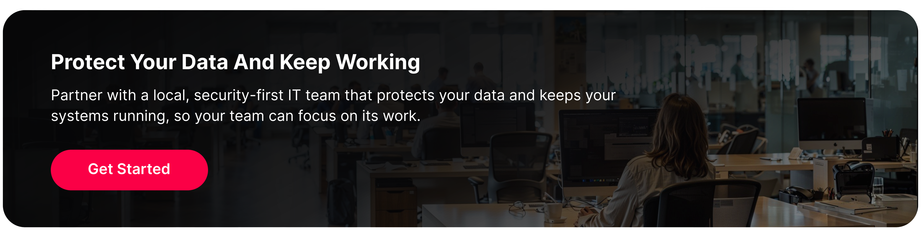
### Key Actions

- Established an ongoing managed IT relationship that operates as an embedded extension of the organization's team.
- Delivered on-demand support that solves problems fast whenever staff reached out for help.
- Maintained continuous monitoring and upkeep to keep systems available for daily casework.
- Focused on connectivity and security to protect the organization's sensitive client data.
- Built a trusted partnership through attentive service centered on the client's mission and impact.

### Solutions

- A responsive support model that keeps a technician available whenever staff encounter an issue.
- A monitoring and maintenance cadence that catches problems and keeps systems operating day to day.
- Security and connectivity practices that safeguard confidential client information across the environment.

> ***"IT Pros Management has been an absolute lifesaver for my organization! As someone who works at one of their client companies, I've seen firsthand how they make everything tech-related feel effortless. Their team is always there when we need them, solving problems fast and keeping our systems running without difficulty. It's clear they really care about keeping us connected and secure, and they're just great people to work with. Couldn't ask for a better IT team! Thank you IT Pros! :)"***
>
> Maddie Lipton, Legal Services Firm

## Results

- Technology now feels effortless for staff, freeing them to concentrate on serving clients.
- Issues are resolved quickly when they occur, keeping downtime and disruption to a minimum.
- Systems run reliably, so staff can access files and support clients on deadline.
- The organization operates with confidence that its sensitive client data stays protected.
- The relationship has become one of trusted partnership, as staff put it: 'Couldn't ask for a better IT team.'