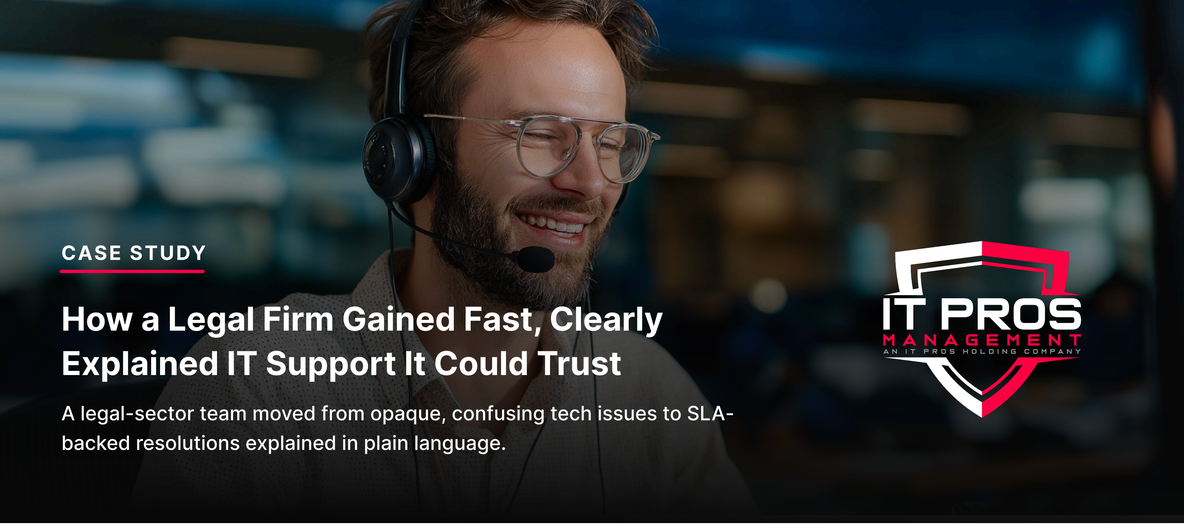


CASE STUDY

How a Legal Firm Gained Fast, Clearly Explained IT Support It Could Trust

A legal-sector team moved from opaque, confusing tech issues to SLA-backed resolutions explained in plain language.

INDUSTRY: Legal | **SERVICES:** Managed IT Services, IT Consulting & Projects

Executive Summary

A legal-sector organization needed responsive support with clear communication on every issue. IT Pros Management delivered SLA-backed help desk resolution and plain-language explanations, keeping attorneys billable instead of blocked by tech. Proactive monitoring cut recurring interruptions, and the firm now regards IT Pros Management as a top-tier IT partner.

IT PROS MANAGEMENT'S APPROACH

Key Actions

- Set 60-minute response and 4-hour on-site SLAs, tracked and reported through monthly health reviews.
- Assigned local, U.S.-based technicians who learned the firm's systems for context-aware, accountable service.
- Adopted a communication-first approach, explaining every solution in plain, jargon-free language.
- Applied HIPAA-aware and legal-industry workflows to align support with the firm's regulatory obligations.

Results

- An 87.7% first-call resolution rate meant most issues were fixed on the initial contact.
- Recurring IT interruptions dropped by roughly 50% within three months of proactive monitoring.
- Faster resolution kept attorneys off hold with IT and focused on billable client work.
- Plain-language explanations of each fix built lasting staff confidence in the firm's technology.

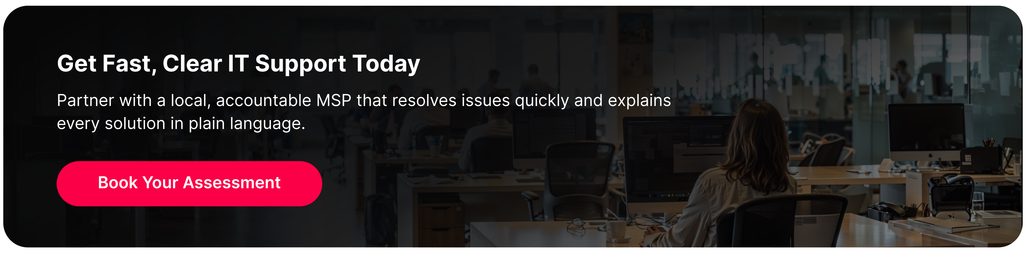
Challenges

- The firm needed dependable technical support to keep legal operations running without disruptive delays.
- Technical issues often lacked clear explanations, leaving non-technical staff uncertain how problems were resolved.
- The team required a responsive IT partner that understood the demands of a fast-moving legal environment.

Solutions

- Delivered help desk support resolving issues in about 30 minutes, minimizing attorney downtime.
- Provided clear, jargon-free explanations so the team understood each fix and gained lasting confidence.
- Functioned as an embedded IT department with dedicated, accountable support for the legal team.
- Layered proactive monitoring and patching to prevent recurring issues before they reached users.

> ***"Very satisfied with their service. Their tech support is fast and always explains solutions clearly. A top-tier IT company."***
>
> Francis Misanjo, Legal



Get Fast, Clear IT Support Today

Partner with a local, accountable MSP that resolves issues quickly and explains every solution in plain language.

Book Your Assessment

888-707-7291 itprosmanagement.com