

Case Study | Handover, Infrastructure Update | Portrait Solicitors



Client: Portrait Solicitors

Type: A niche private client legal practice

Challenge: Portrait Solicitors work in close association with SNR Denton. In early 2010, Portrait were required to detach from SNR Denton's infrastructure, in order to run separated systems. Portrait needed to extract billing, time recording, email and document data from SNR Denton's system, to use in their own, new, infrastructure. The safe handling of sensitive data, along with minimum business disruption were high up Portrait's list of requirements.

PORTRAIT
S O L I C I T O R S

sprout **IT**
Legal IT Specialists

The Solution

Sprout controlled the delicate data export process from SNR Denton and managed specialist third parties (Tikit, iManage, Elite) in order to facilitate the import in to Portrait's new systems. Sprout installed an SBS2008 Premium server, with separate SQL (Database) server – a Terminal Server was also installed to allow full and effective remote access to all network resources. Microsoft's Open Value Subscription was implemented to allow every PC to run the latest software, with the ability to take advantage of new versions (e.g. Office 2010) when released. Sprout secured the Firm's data with the implementation of Datasafe, giving immediate peace of mind with 15 minutes backups on site and hourly backups offsite as well as fully hosted Disaster Recovery services. A new SDSL service was installed with automatic failover to a backup circuit, to guard against any internet downtime.



Mimecast was introduced to provide industry leading email security and archiving – all internal and external emails are committed to the searchable 3

year archive, and every sent email transmits using encrypted (TLS) transmission – a normal email server sends unencrypted email. Structured cabling and a new telephone system were introduced, along with digital dictation and mobile email, to provide Portrait with a cost effective, modern and robust infrastructure on which to continue their work. The entire migration was completed between a Friday evening and Monday morning; Sprout continues to support Portrait both inside and outside business hours.

The Results

- Sensitive, hassle free, efficient and effective handover process, managed by SproutIT
- 3 Year cloud email archive, with encryption of all outbound emails, along with the very best email anti-spam/virus
- Secure and easy to use remote access
- Superior backup solution with onsite Business Continuity and full offsite Disaster Recovery
- A flexible licensing model, allowing regular software upgrades
- Robust internet connection with intelligent backup circuit

“ Sprout IT have effectively guided us through the process of installing a new IT system from design through to installation. The business interruption was minimal and the ongoing IT support is both efficient and friendly”

Dominic Flynn
Business Partner

Contact Us

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