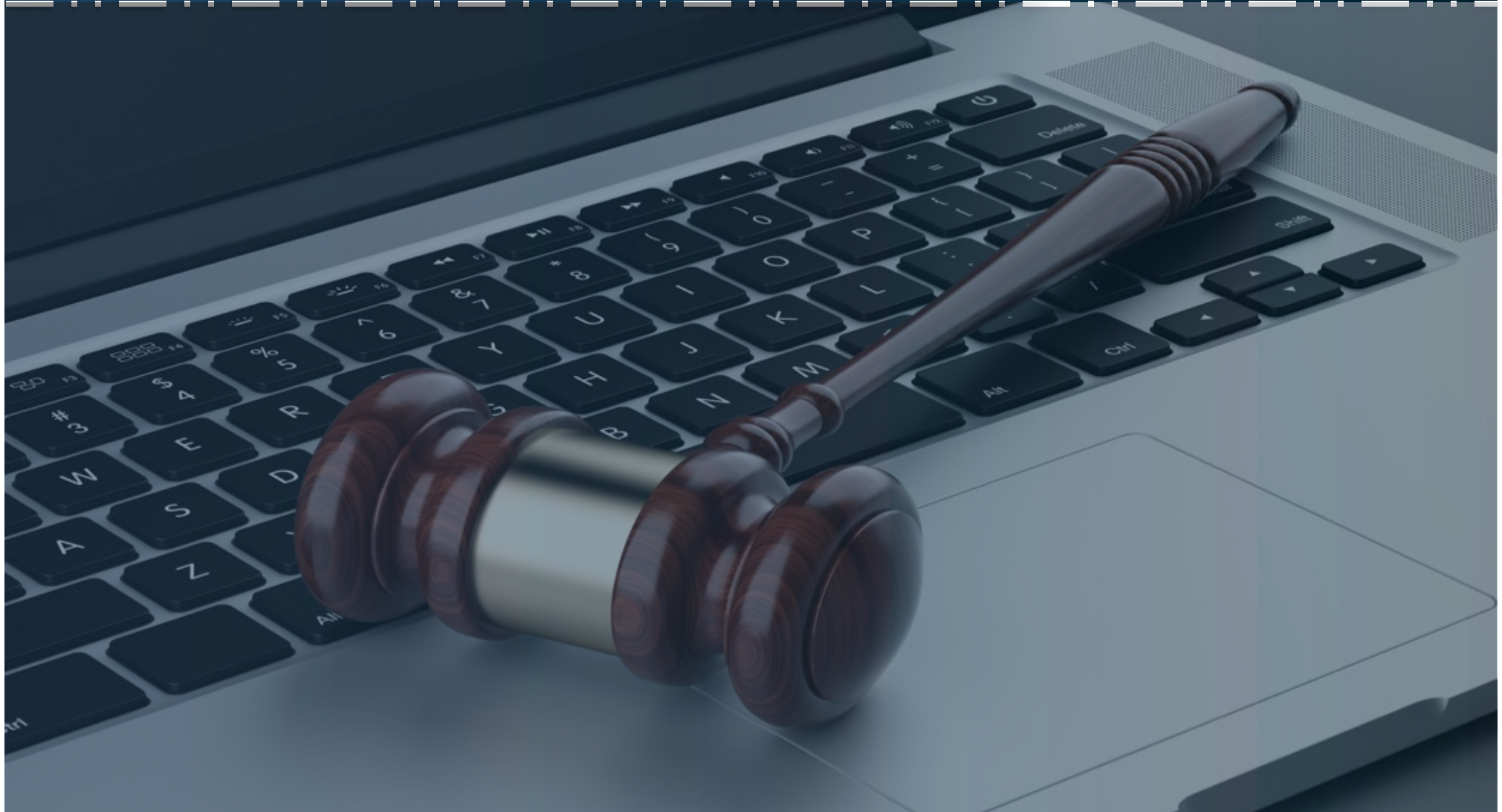**Revolution** group
Information Technology Consultants

A Comprehensive Guide to
Managed Services for Law Firms

Introduction

Technology is becoming a cornerstone of every business, and the legal industry is no different. The days of endless filing cabinets and visits to the library are quickly becoming the past. Legal compliance and data security require a more rigorous approach to managing your client's workload and data.

Utilizing case management software and other law-specific software services requires proactive maintenance and seamless integration. However, many law firms don't have the resources to manage the evolving systems requirements and upgrades required to protect their clients' information.

According to Zap Data, 91% of all U.S. firms and legal service providers have less than 10 employees and 99.6% of law firms have less than 100 employees. Having a dedicated IT department is not a reality for a majority of law firms in the US. Nevertheless, you still need to manage compliance and security, no matter what size your firm is. That is why law firms are investing in dedicated Managed Services Providers who can be a trusted advisor and subject matter expert.

With a Managed Services Provider, law firms enjoy the benefits of a high-functioning and secure support model at half the cost of hiring a full team of resources. In this eBook, we will explore what a Managed Service Provider means for your law firm, and what you can expect in your organization.

> "99.6% of law firms have less than 100 employees."

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IT Concerns for Law Firms

As law firms transition from paper to digital technology, the things they have to think and worry about change. Concerns that were once a distant thought come to the forefront of many business owners' minds.

What are some things that keep you up at night?

- Downtime
- Software Integration
- Internal Collaboration
- Security
- Compliance

Every hour of downtime costs anywhere from $50,000 - $250,000

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IT Concerns for Law Firms

DOWNTIME

Downtime in any organization can spell disaster. It's estimated that every hour of downtime for small and medium-sized businesses can cost from $50,000-$250,000. With those statistics, if a disaster wipes out systems for over a week, 93% of businesses will be forced to declare bankruptcy within a year. Although those numbers are terrifying, they are also preventable.

For law firms, downtime can mean no access to client files and case notes, inability to organize or conduct research, and failure to conduct day-to-day activities such as email. It is estimated that 96% of lawyers use the internet to conduct research.
Not having access to these items will most likely cost them— either with client preparation or in billable hours.

A well designed and maintained IT infrastructure helps prevent disasters and downtime. A majority of IT issues can be solved remotely without significant downtime. With a reliable Managed Services Provider, business owners do not need to worry about day-to-day maintenance. The health of their IT is monitored 24 hours a day x 7 days a week x 365 days a year.

According to "How Lawyers Will Modernize Their Firms in 2015" conducted by Law Technology Today, improving technology is going to become a huge push for solo to small law firms in 2015. Within that technology push, 47% planned on moving to paperless office. Reducing the amount of paperwork that their law firm uses is a big job for a small law firm with limited resources. In addition to maintaining clients, having to make this change can seem daunting and unrealistic. Going paperless is just one way a Manager Service Provider can assist in making the transition seamless and manageable.

In this book, when we use the term downtime, we are using it to describe two different types of inefficiencies.   One being the obvious scenario where your server goes down. This can include things such as phones, internet, etc.; all of which are mission critical to their day-to-day job activities. The second type of downtime is the time it takes to complete an antiquated task that removes the employee temporarily from their day to day duties. For example, an average office worker loses one month each year searching for or waiting on misfiled, mislabeled, untracked or lost documents due to the reliance upon paper files. For every misfiled document, more than $100 is lost in productivity.

Those numbers are entirely too high given the ease of alternate methods. However, not having the resources to change over to a paperless system only extends those moments of lost productivity. That is why more and more law firms are turning to Managed Service Providers and based on those statistics listed above, the immediate return on investment is undeniable.

IT Concerns for Law Firms

SOFTWARE INTEGRATION

In the aforementioned study conducted by Law Technology Today, it was also discovered that 25% of solo to small law firms plan on updating their law practice management software. In addition to that, 25% of firms planned on enhancing their technology footprint by integrating cloud computing.

As law firms transition to digital practices, they begin to utilize a variety of law-specific software solutions such as case management software. These solutions help law firms handle billing, document management, and customer relationship management.

AmericanBar.org provides a Practice/Case Management Software Comparison chart for anyone looking to switch programs or implement one for the first time. The comparison chart will list pricing, software compatibility, and technical requirements to name a few.

Of the companies who have already made the move to a cloud based technology solution, more than 80% have saved money.

Successfully integrating these software solutions requires a sturdy platform upon which the solution is built. A great Managed Services Provider will work with you to design a robust and resilient infrastructure. They'll know how to create and integrate technical and business solutions to maximize your investment.

"Clients are putting more restrictions on law firms about things to do to protect themselves."

Mary E. Gilligan
Executive, Cyber Risk Division
Deloitte & Touche

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www.revolutiongroup.com

IT Concerns for Law Firms

SECURITY

Security is one of the biggest concerns for all organizations, especially, the legal industry. Law firm's reputation relies on providing a secure home for sensitive case records and legal information. Considering the confidentiality surrounding client information and case preparation, law firms are still underutilizing security resources. AmericanBar.org has found that 25% of law firms had no security policies in place during a 2014 study. They go on to say that firms will even encourage their employees to bring their own device (computer, tablet, phone) to use as their technology source at work.

According to the "Security and Compliance for Law Firms" article by Enterprises Knowledge Partners, if you were a hacker with intent to access a company's confidential files, the law firm within that company would be the easiest target.

When retailers and banking companies get hacked, you can hear about it from every media outlet detailing how, when, and why it should have been prevented. Because law firms do not have a legal obligation to disclose the same information as retailers or other industries, the public rarely hears about these hacks and breaches. However, law firms have big targets on their back and sometimes hackers will hit a bullseye. Some industry experts believe that the number of successful hacks are steadily increasing. Initially, when you think about a law firm being hacked you think about the client information, but it can go even deeper. Just like with most corporations, when law firms are hacked, private company information becomes public. Mergers and negotiation deals, interoffice correspondence, and settlement payouts are all at risk.

Corporate clients and individuals are taking steps to ensure law firms can demonstrate that their computer systems are secure and that they are taking proactive steps to prevent and detect security breaches. In a 2014 New York Times article, *Law Firms Are Pressed on Security Data*, Mary E. Galligan, an executive in the cyber-risk services division of Deloitte & Touche says, "Clients are putting more restrictions on law firms about things to do to protect themselves." She goes on to say it's just good business sense to provide the most secure networks for client information.

A great Managed Services Provider knows the compliance requirements and will build, support, and protect all digital assets while proactively providing 24x7 monitoring and reporting. This type of proactive support should replace the old method of the break-fix model. To a trained Manager Service Provider, by the time it breaks, the damage is already irreparably done for a company.
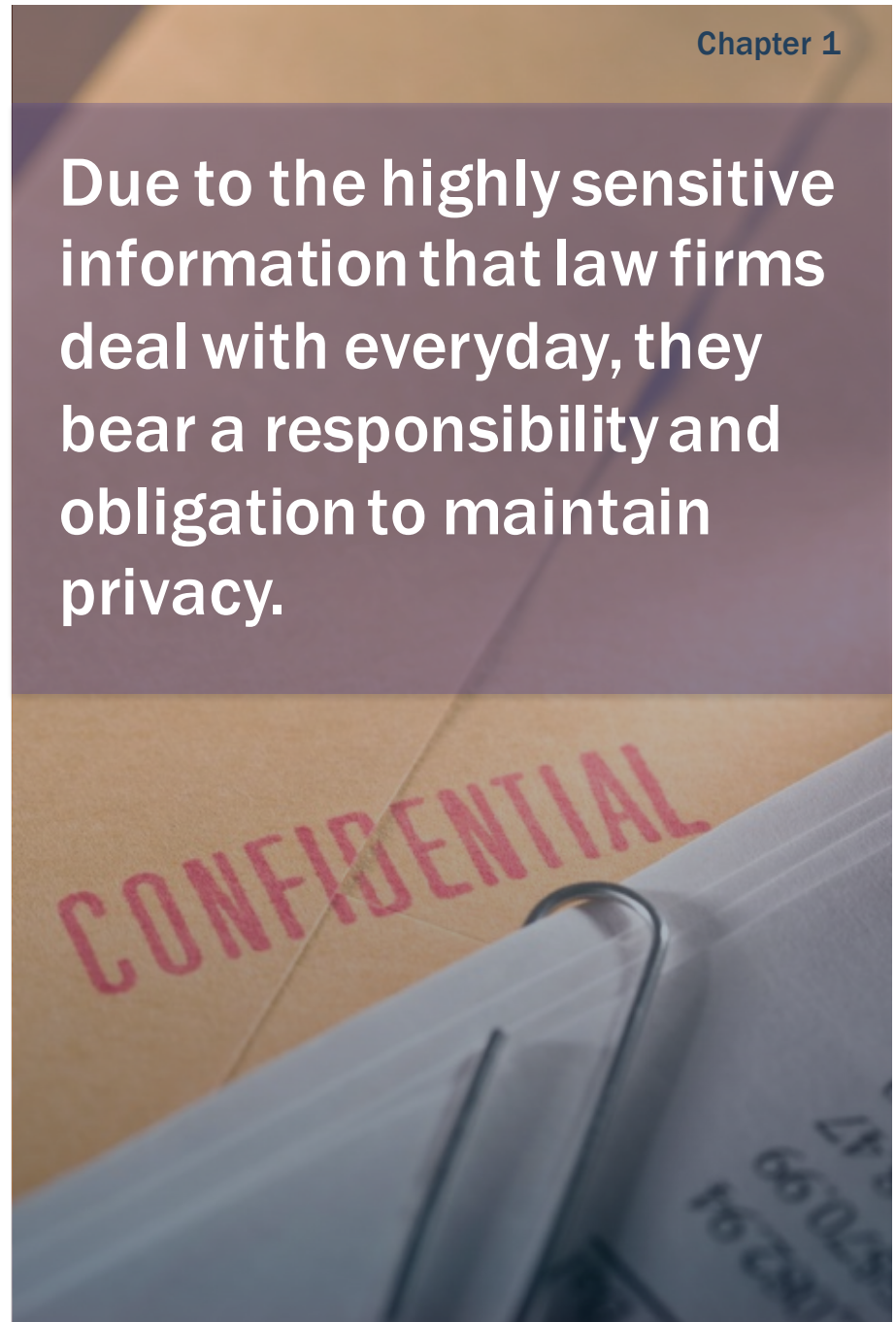
IT Concerns for Law Firms

COMPLIANCE

Information technology compliance is a major concern for law firms. Due to the highly sensitive information that law firms deal with everyday, they bear a responsibility and obligation to maintain privacy. Acts such as the Gramm-Leach-Billey Act of 1999 (GLB), the Health Insurance Portability and Accountability Act (HIPAA), and the Sarbanes-Oxley Act (SOX), impose a responsibility on law firms. Legal professionals are expected to make reasonable efforts to prevent the inadvertent or unauthorized discloser of information.

An unfortunate fact is that the training available for law firms typically does not include technology compliance and security measures. This is part of the issue facing most firms with compliance problems – you can have a great software in place, but without knowing how to properly use it, the software loses its benefits.

Maintaining compliance standards throughout law firm's requires that your system be extremely secure, that they have continuous amounts of internal collaboration, and that their case management software is properly integrated and lawyers are trained on how to use the software. When one of those pieces are weak or missing, it puts the entire company at risk.

Working with a great Managed Services Provider will help law firms understand how compliance and information technology solutions intersect and interact to ensure full compliance throughout an organization.

> **Due to the highly sensitive information that law firms deal with everyday, they bear a responsibility and obligation to maintain privacy.**

IT Concerns for Law Firms

INTERNAL COLLABORATION

With the expansion of social media's reach, it is tough to remember the time when it wasn't available. 96% of lawyers are using the internet as a research tool but that is where the information typically stops. In a 2013 article by Oz Benamram, Chief Knowledge Office for White & Case asserts that within law firms, lawyers rarely post about their research and findings in their company's internal social outlets.

Why is that? Benamram goes on to list a couple of reasons - lawyers are fully aware of how busy they are and try to be conscious of not sharing too much information. He believes the second reason is the varied levels of social adoption among coworkers. Because social media is a relatively new tool, some people are still not comfortable using the platforms.

With this mindset, instead of viewing the internal social communication postings as another outlet for information, it can and is viewed as an extra step in their normal process. This is a competing thought process because sharing internal knowledge can save time and money but will change the way people do business on a day-to-day basis.

Companies are trying to combat the mindset of "another step in the process" by making updates to internal social communications more easily accessible and user friendly. For instance, Salesforce.com, a leading CRM solutions provider, comes standard with a Chatter section. Chatter can be company wide or based on groupings that promote and ping updates to group members when someone posts links, updates, document revisions, etc. Salesforce is just one of the many tools that offer this idea of promoting internal communication.

Let's imagine that a legal document needs updated and distributed company wide. Someone makes the necessary changes and instead of emailing the document to everyone in their office, they upload it within the company's database and the entire office automatically gets a notification that it is updated. With this method, you have eliminated the time it took for the document editor to type an email and include everyone as well as eliminated the time it took for everyone to read that email and then go and search for the document.

Law firms are beginning to see the value in using collaborative tools and practices to enhance productivity. Identifying the right tools for your business can be time consuming, but a dedicated Managed Service Provider, with knowledge of the most strategic and efficient tools, will work with you to identify your needs and implement a custom solution.

Managed Services Provider

What to Expect

Maintaining a relationship with a Managed Services Provider certifies that your law firm will receive regular and proactive maintenance at a fixed monthly cost. The numerous advantages of dedicated and knowledgeable IT experts provide a robust return on investment. Think of a Managed Service Provider as a technology and business solutions firm with a team similar to a law firm. We have the partners who bring a wealth of experience and all the associates who specialize in different areas – all under one roof. You will get access to all the talent while paying a fraction of the cost. It is easy to understand why a dedicated Managed Services Provider is quickly becoming the solution for many law firms.

Whether you are seeking to reduce costs, improve productivity, increase compliance, or reduce risk, a technology partner can help you reach your business goals, while you focus on your core business.

The process of identifying and onboarding with a partner can seem daunting and overwhelming. Many business owners are concerned that onboarding with a new technology partner will mean downtime and interruptions. While every law firm will have a different strategic plan, here is what you can expect from your dedicated IT partner.

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Managed Services Provider
What to Expect

ONBOARDING

The onboarding process is very unique to Revolution Group. It consists of years worth of perfecting a process of information gathering to ensure that Revolution Group has a firm grasp on your company in order to provide you with better service throughout the partnership.

Onboarding takes place after Revolution Group has received a signed proposal from the client. The day will consist of a meeting at the clients office with their Account Manager, vCIO, Sales Rep, and team of specialized support providers.

At this meeting, the client's Account Manager will sit down with the client and discuss current solutions and hardware, and talk about future company goals for enhancing their technology footprint.

While the Account Manager is collecting data from the point of contact, the support specialists will deploy a monitoring and reporting management console throughout the organization. This provides your Managed Service Provider a 360-degree view of your network including remote security and performance.

The timing of the onboarding varies depending on the size of the company and the number of users, but it will not interrupt day-to-day activities as it pertains to your business.

Managed Services Provider
What to Expect

MONITORING

Dedicated IT experts monitor the clients' environment from a Network Operations Center (NOC), also known as our Help Desk. The NOC receives notifications, alerts, and ticket requests all in real-time. Monitoring takes place 24 hours a day 7 days a week, 365 days a year.

These alerts allow Revolution Group to provide the client with a proactive support model that aids in preventing technology disasters before they happen. As mentioned in our onboarding phase, these alerts will be automatic and are a feature of the reporting and management console that was previously deployed.

The specialized staff that will be receiving these notifications are highly trained, dedicated members of our Technology Services Division. They have the latest certifications, research new software releases, and provide the best support to the client.

The monitoring phase is a continuous and ongoing process designed to provide the client with peace of mind.

Managed Services Provider
What to Expect

ANALYSIS

As discussed in our monitoring process, as data relating to IT infrastructure is collected, Account Managers and Virtual CIOs (vCIO) interpret that data. The client and your Managed Service Providers have monthly and quarterly meetings to create and discuss the technology and business data to ensure both are aligned. We then use this information to create a comprehensive process that is by its very definition, proactive management.

Revolution Group's Account Managers will meet with the client monthly to review that month's help desk tickets, discuss project timelines and ensure happiness with the services you are receiving from the Managed Service Provider. Our account managers are well versed in a wide array of industries and ensure they are always providing technology best practices to implement into your business.

In addition to the Account Manager, Revolution Group also provides each client with a Virtual CIO (vCIO). The difference between the role of the vCIO in your organization and the Account Manager is the vCIO is strictly strategic while the Account Manager is operational and tactical. Revolution Group's vCIO will meet with the client once a quarter to discuss the technology plans for following years and other big picture conversations. As the strategy consultant, they will guide you on a path that makes sense from a technology standpoint and a financial and organization standpoint.

As the client's relationship with Revolution Group matures, the Managed Service Provider will become the trusted advisor for your business and you will be guaranteed to benefit from a highly aligned partnership with people dedicated to businesses success.

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Managed Services Provider
What to Expect

MANAGEMENT

When the client is experiencing technical difficulties, it is important to know that the Managed Service Provider will be available. A problem can occur at any time of day or night. An MSP provider with a dedicated Help Desk and ticketing System will ensure that you receive the support you need, when you need it. We are fully staffed so you don't have to be.

Instead of the outdated and disaster prone "break-fix method", Revolution Group believes in the *proactive support model.* By utilizing the proactive support model, you don't need to hold your breath waiting for the next big catastrophe. The proactive support model includes the following features which ensure a complete managed IT solution.

✓ Network Infrastructure Management
✓ Rev*ON*® Remote Network Management
✓ Desktop support
✓ Patch management
✓ Power management
✓ Security and spam monitoring
✓ Scheduled maintenance
✓ Remote backups

Benefits

Partnering with a Managed Services Provider can have many advantages for the legal industry. Optimize the management of your IT investment with one predictable monthly cost. As a Managed Service Provider client you can expect:

Predictable Monthly IT Costs	Proactive Security & Maintenance	Server Care	Fast, Easily Accessible Support
Improved IT Infrastructure	Compliance	Improved Productivity	Full Access to a Highly Trained Team of Architects, Engineers & Technicians
One Point of Contact for All Services	Network Care	Healthy Networks Through Monitoring	Desktop Care

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About Revolution Group

Revolution Group is a top-rated, award-winning technology services provider in the Central Ohio area. Revolution Group can solve your business bottlenecks by gaining insight into your day-to-day business processes and providing your company with solutions that will streamline those processes. Revolution Group allows organizations to discover their full potential and then take the appropriate actions based on those discoveries. Not only does Revolution Group provide their customers with managed IT services, they also provide Salesforce consulting and implementation services, and ERP Manufacturing services.

For more information about Revolution Group, visit www.revolutiongroup.com, read our blog, or follow us on the social media sites below.