Helping a Law Firm Upgrade to Secure Remote Work and a Modern Case Management System

Client Overview

A 30-user law firm faced operational challenges due to an outdated IT setup and an inefficient case management system. Employees were working remotely on personal devices, which raised significant security concerns and affected productivity. The firm needed a solution that would allow them to securely access systems remotely, upgrade their case management software, and improve their overall IT infrastructure

The Challenge

The law firm's existing IT systems were no longer meeting their needs, leading to several key issues:

Outdated Hardware: Employees were relying on aging desktop computers that hindered productivity and raised concerns about reliability.

Legacy Case Management Software: The firm's existing case management system was slow, difficult to use, and inefficient, resulting in wasted time and lower productivity.

Security Risks: Remote employees accessed firm data through personal devices, posing a serious **cybersecurity risk** and raising concerns about compliance with industry regulations.

Compliance Challenges: The use of personal devices and lack of proper security protocols presented risks to data protection compliance, which was critical for safeguarding sensitive client information.

The firm needed to:

- Upgrade to modern IT hardware and case management software.
- Ensure secure remote access for all employees.
- Address cybersecurity and compliance risks.
- Improve overall productivity through better IT systems.

ITS NYC implemented a comprehensive solution that addressed both the firm's security and productivity challenges, delivering:

Modern Case Management System: The outdated software was replaced with a more intuitive and efficient system tailored for legal professionals. This improved workflows and case tracking, allowing the firm to manage their clients and cases more effectively.

Hardware Upgrade: Aging desktop PCs were replaced with secure, high-performance laptops that provided the flexibility needed for remote work, while still meeting the firm's performance requirements.

Microsoft Entra (formerly Azure Active Directory): ITS NYC leveraged the firm's existing Microsoft licensing to implement Entra, which allowed for secure device management and advanced identity verification to prevent unauthorized access to sensitive information.

Cybersecurity Measures: A multi-layered cybersecurity strategy was implemented, including Multi-Factor Authentication (MFA), device encryption, and regular vulnerability assessments. This ensured that all data was protected, whether employees were working from the office or remotely.

IT Security Policies: ITS NYC also helped the firm establish robust IT security policies and provided cybersecurity training to guarantee that employees adhered to best practices for data protection.

The Result

The law firm experienced several important improvements as a result of the IT overhaul:

Enhanced Security: The new IT infrastructure, including **Entra** and **MFA**, greatly improved the firm's **cybersecurity posture.** Employees could now securely access sensitive information from remote locations without risking data breaches or unauthorized access. These changes also assured the firm was in **full compliance** with data protection regulations.

Improved Productivity: With modern laptops and a streamlined case management system, employees experienced faster response times and improved workflows. The firm reported that the new system saved an estimated **$45,000 per week** in regained productivity due to reduced inefficiencies and downtime.

Cost-Effective IT Investment: The total project cost, which included **$24,000** for implementation and **$23,000** for new laptops, proved to be more cost-effective than continuing to maintain outdated hardware and software. The investment quickly paid for itself through increased efficiency and **reduced IT maintenance costs.**

Streamlined Remote Work: The new system allowed employees to work securely from any location, whether at home, in the office, or on the go. This **flexibility** was especially beneficial during times of high demand, as the firm could now support a fully functional **hybrid work environment.**

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Conclusion

By partnering with ITS NYC, the law firm successfully transitioned to a **modern IT environment** that provided secure remote access, improved **productivity**, and ensured compliance with data protection regulations. This comprehensive upgrade not only addressed the firm's immediate security concerns but also positioned them for future growth with a **scalable IT infrastructure.**

Key Takeaways:

- Enhanced Security: Secure remote access with Microsoft Entra and MFA guaranteed protection from unauthorized access and data breaches.
- Increased Productivity: Modern hardware and case management software save time and boost efficiency.
- Cost-Effective IT Solution: New laptops and software reduced maintenance costs and provided a high return on investment.
- Compliance and Flexibility: The firm's new IT infrastructure meets compliance regulations while allowing employees to work securely from any location.

How ITS NYC Can Help Your Law Firm:

Law firms today face unique challenges in balancing cybersecurity, remote work, and compliance. Whether you're managing sensitive client data or navigating complex legal workflows, ITS NYC can help your firm:

- Enhance cybersecurity by implementing secure remote access and identity verification systems.
- Upgrade case management systems to improve productivity and operational efficiency.
- Guarantee compliance with data protection regulations such as DFS 500.
- Scale your IT infrastructure to support future growth and changing workforce needs.

Ready to secure your law firm's IT systems? Contact ITS NYC today to schedule a consultation and find out how we can help your firm thrive in a modern, remote-enabled world.

ITS: Your Office Without Walls

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