

PROXIOS CASE STUDY

# Proxios Increases Strategic Value of Law Firm's IT Capabilities

The Client: LeClairRyan is an entrepreneurial, full service law firm that provides business counsel and client representation in corporate law and litigation. With offices in California, Connecticut, Massachusetts, Michigan, New Jersey, New York, Pennsylvania, Virginia and Washington, D.C., the firm has approximately 350 attorneys representing a wide variety of clients throughout the nation.

## The Challenge

In late 2010, LeClairRyan faced significant growth and needed to update and expand its IT infrastructure. Howard "Bud" Phillips, newly-hired CIO (and former consultant and corporate executive for Deloitte and Capital One) chose a strategic approach to evaluating and deciding how to proceed.

**"We were not sure if doing more of what we were already doing made sense... we wanted to reevaluate our long term IT strategy and determine the best option for LR."**

**Phillips said.**

Working with several business and tech-oriented LR leaders, three options were identified;

1. Continue to build and maintain an in-house/partially sourced IT capability.
2. Take IT operations more in-house
3. Outsource all "general purpose" IT to the "cloud".

The first option, while being attractive relative to stability and change management, missed opportunities to significantly strengthen IT operations, and did not fully account for the challenges represented by LR's contemplated growth. The second option required significant investments in hardware, software and IT engineering talent that were judged uncertain and at the least difficult to sustain. The third possibility required finding a single provider who could offer a broad scope of core IT operations as a service. This would allow the firm's IT staff to focus more on business objectives such as integrating mergers and developing better legal services delivery processes.

The firm decided to go with the third option and find a reliable cloud-based technology provider who could deliver a comprehensive set of IT services in line with their needs.



**"We are a law firm, and while we have and could build a decent IT function, we decided it was better to source our general purpose IT capabilities. We had already sourced our help desk and data center management, so in many ways, getting to a coherent, full "IT as a Service" solution was a comfortable and potentially very attractive direction for us. We determined that we would try to buy what we wanted" - rather than continue to procure and integrate the many different pieces of technology that make up a modern, enterprise-class IT infrastructure"**



## The Solution

LeClairRyan wanted a service solution with the ability to scale quickly, increase capabilities in mobility, redundancy and security, and reduce Total Cost of Ownership (TCO) for the firm. For LeClairRyan, TCO is not just about the cost of the technology, but it also includes the overall operational performance, management, engineering maintenance and effectiveness of the solution on LR's core legal service delivery.

After careful evaluation of many providers of various services solutions, the law firm selected Proxios' Information Technology as a Service (ITaaS) as the best fit for the firm's objectives. This selection recognized Proxios' application, technical and managerial competence with integrating data, network, storage, and server technologies and processes into a "cloud-like" service.

LR and Proxios have pursued a phased approach that transitions its IT to Proxios, while still maintaining some hardware and applications that are very legal industry specific in-house.

Phase One transitioned all data center applications to Proxios' Infrastructure as a Service to address storage limitations,

servers that were overloaded, and issues regarding file storage and retrieval time.

Phase Two "refreshed" the company's network infrastructure by expanding bandwidth, upgrading domain controllers, and improving network monitoring. As well, LR chose to upgrade several legal specific data center applications during this phase.

Phase Three will deploy "virtual desktops" that enable the firm's staff to access critical company data and applications anytime and anywhere there is an Internet connection, from any device. With the virtual desktop, LeClairRyan's employees can access the same data, applications and interface as before, yet the infrastructure is fully hosted by Proxios.

## The Results

With LeClairRyan outsourcing its IT infrastructure, it has built a solid technology foundation that is helping the firm become more efficient, effective and competitive. This forward-thinking approach has enabled the in-house IT team to become a more valuable asset by increasing their ability to help legal staff use technology more effectively and

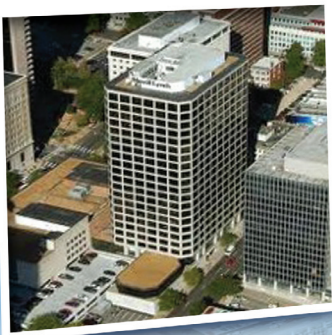
focus on a backlog of a dozen process and tool deployments. By developing in-house experts in legal applications and leveraging the economies of scale and automated deployment technologies of Proxios, the firm is poised to increase value for its clients and itself.

**"We are working with a single strategic partner to overhaul, upgrade, and position IT Infrastructure to enable LeClairRyan's business objectives. Accomplishing our three phase project with certainty and reliability is "top of mind" and working with Proxios and a fully vetted set of foundations technologies that are fully integrated are 2 major reasons that this is a success"**  
said Bud Phillips, LR CIO.

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[www.proxios.com](http://www.proxios.com)

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Proxios is headquartered in Richmond, Virginia and is the business of IT as a Service (ITaaS). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience to move customer infrastructure to the cloud, freeing customers to do what they do best, driving real business value from the applications that help run your business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

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