Ormrods Solicitors & Advocates

Ormrods Solicitors & Adocates called on the expertise of Smart IT to improve its system performance whilst bolstering security.

Trusted legal services practices take their client responsibilities very seriously, and none more so than Ormrods Solicitors & Advocates in Thornton-Cleveleys.

With the legal services practice growing organically and attracting new business in recent years, the demands on their IT infrastructure soon reached a critical point. So, the company called on the expertise of Smart IT to come up with solutions to better protect their systems and data.

Their existing IT systems were causing growth pains because different servers had been added in a piecemeal way and weren't designed to cope with the new demands placed on them. It meant slower delivery, regular patching up and in simple, physical terms an overheated IT room.

"Much of our equipment had become somewhat overloaded with different servers and applications," explains Michael Penny from Ormrods.

"The Smart IT team quickly came up with bespoke IT solutions to streamline and virtualise all of our servers and applications under one system and bring it all up to date with the latest technology.

"It's now bang up to date and a much simpler and more efficient way of operating. We don't have as much equipment now either which saves us quite a bit on energy costs too."

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>
> Mike Penny

Smart IT's rapid response service also comes in for praise from Ormrods:

"We can get someone on the phone immediately and over 90% of the time they've fixed the problem within the half hour," says Mike.

"We don't have to worry, and we can get on with our legal work for clients instead of having to take time out to sort it all out ourselves – it frees up resource and saves us time."

As part of its obligations and the requirements of its regulatory body, the Solicitors Regulation Authority (SRA), Ormrods also relies on Smart IT to maintain its data storage and disaster recovery systems. This involved the migration from an outmoded system with limited capabilities to a new network which they describe as a great new product:

"It's safer for us and safer for our clients' information," adds Mike.

Smoother, more robust IT systems are allowing Ormrods to concentrate on their core business of direct professional legal advice. With Smart IT updating their technology, they have confidence in a reliable team which is always on hand to cover every base for systems management, back up and disaster recovery.

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