

Case Study

Multi-site law firm focused on growth with no tolerance for downtime.

AT A GLANCE

Company

Ianniello, Anderson, P.C.

Number of Technology Users

Seventy

Number of Sites

Four + Teleworkers

Location

Capital Region of New York

Industry

Legal

Company Profile

Ianniello, Anderson, P.C. is a mature multi-site law firm specializing in real estate law and settlement services for residential and commercial transactions in New York's Capital Region.

Technical Challenge

- Network scalability
- VoIP phone call quality
- Lack of data storage capacity
- Inefficient backup solution
- Aging hardware
- Minimal and unresponsive IT support

Business Challenge

How to leverage a sophisticated network infrastructure necessary for the company's growth and mobility without having to hire an entire internal IT department

“ Partnering with CNS gave us the guidance we needed to align our technology with how we want to grow our business, and we are thrilled to have on-demand access to a knowledgeable help desk where someone is always available at a moment's notice. ”

- Brenda LaFave, Controller, Ianniello, Anderson, P.C.

Ensuring Business Continuity

The Ianniello, Anderson, P.C. law firm has been closing real estate transactions, providing settlement services, and representing clients in New York's Capital Region for over 40 years. Computer systems have been an integral component in the firm for decades. However, in recent years, the changing financial industry, government privacy regulations and the progressive need for more innovative software required more complex networks and ever-greater computational capability. For over a decade, the firm had partnered with a smaller IT vendor to meet its day-to-day computer needs. However, in 2011 it was clear that the firm was outgrowing that vendor's capabilities. The former IT vendor wasn't able to deliver the rapid scaling and minimal downtime the firm now required. Management realized it needed a new IT service provider capable of meeting the complex IT challenges it was now facing. After performing its due diligence, the firm made the decision to partner with CNS.

Designing the technological foundation

After a full IT assessment, CNS upgraded the network core by re-cabling the server room, installing a business-class core distribution switch, and replacing underperforming edge equipment with an enterprise-grade routing solution. Network uptime was greatly improved, which led to higher productivity and a rapid return on investment. To complement the new network design, CNS deployed a terminal server and remote access VPN solution enabling a mobile workforce to access the desktop from any office in the organization. Lastly, CNS installed a storage area network with site redundancy allowing for a dramatic increase in fault tolerance and decrease in disaster recovery time. The company benefited by increased productivity due to the increased performance and reliable access to company data.

Creating a partnership

In addition to the system upgrades, CNS provided a fully staffed service desk, remote monitoring of all critical equipment, and technology-business planning. Previously the office manager ran both daily operations of the law firm and coordination of all the desktop support issues. The CNS service desk expertly assumed this responsibility and relieved her of that burden. CNS provided the professional technology consultation they lacked and worked with them to create long-term technology objectives to support their long term business goals.

The Challenge

- ❖ Lack of network scalability
- ❖ No management of desktop devices and poor user mobility
- ❖ Data spread across multiple unmanaged storage devices
- ❖ No meaningful desktop support
- ❖ Poor voice quality on the phone system at branch-offices

The Solution

- ❖ Upgraded the network core
- ❖ Deployed a terminal server solution
- ❖ Installed a highly available storage area network
- ❖ Provided a full service help desk
- ❖ Implemented quality-of-service over private data link for greatly improved voice quality