

CASE STUDY

GRUBER HAIL JOHANSEN SHANK, LLP

National award-winning trial law firm with a focus on complex business litigation.



Challenge

The firm's existing IT provider was purely reactive with a "Band-Aid" approach, uninvolved strategically, and not perceived as competent enough to move the firm forward. IT had become a point of friction rather than a means of velocity. Another concern was their aging IT infrastructure with deferred maintenance. Additionally, a data breach event resulted in the need for heightened IT security and processes.

Solution

Velo provided Managed IT Services which delivers the support the firm needs and the service they deserve, in combination with our HaaS (Hardware as a Service) program that seamlessly replaced Gruber's aging maintenance-deferred IT equipment with brand new, right-sized appropriate solution hardware and software.

We were able to complete this transition within 45 days, without any downtime during the business day.

The managed service onboarding process also included implementing the Velo Method approach to security, consisting of all the policies and procedures required and industry-specific security controls.

Business Outcome

As a result of switching to Velo, the firm has increased available time that they can devote to services and bill to clients. IT is no longer a point of friction or distraction in their daily work flows. They can now focus on legal service and their client relationships, which is the most important thing to them.

Now that they've made the switch to Velo and are leveraging IT to its fullest through the Velo Method, they've seen incredible efficiency gains in their firm.

In the Client's Words

"The positive change and continued improvement that Gruber has experienced in working with Velo has been instrumental. The guys at Velo IT Group have provided us with unprecedented IT experience. We were extremely pleased with the onboarding process and are thrilled with the expertise provided and the attention to detail not seen with our previous providers. Our attorneys and support staff appreciate the improved network performance!"

- Mary Kay Cornwall, Firm Administrator



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