IT Integration for RJR

An objective approach to bringing the IT across four offices together

rjr SOLICITORS

Nick Gale - Partner RJR Solicitors

"They came into the project with an open mind..."

RJR Solicitors: legal advice with a human face
RJR Solicitors (formerly Robinson Jarvis & Rolf) have been serving the Isle of Wight community since the late Nineteenth Century when John Robinson opened an office in Ryde. Since that time the business has grown to become the largest, locally owned, firm of solicitors on the Island.

In an age when everything seems to be handled by faceless call centres RJR remain committed to the principle of personal service. This policy of 'legal advice with a human face' seems to resonate with their clients: as nearly 90% of their business is made up of return visits or personal recommendations!

The Challenge

Nick Gale of RJR Solicitors, a Partner and self confessed IT enthusiast who has previously worked in the IT industry wanted to identify ways by which the practice could bring IT across their four offices together more effectively and take advantage of current and emerging technology.

The aim was to enable partners to work in a more seamless fashion, with the ability to access important information from any office or remote location. The result would be to deliver improved response time and service levels to clients; driving efficiency across the practice as a whole.

It had been over 10 years since RJR last conducted an audit of their IT, during which time both technology and client expectations had changed radically, something that RJR wanted to address and take full advantage of.

With different systems at each of the four offices and no interconnectivity RJR wanted to find the best and most cost-effective way to link the four offices together, seamlessly; enabling partners to access information and client files from any

office location and their homes if necessary. The solution needed to facilitate specialist legal case management software in addition to applications used by many businesses and cause no disruption to the business and their clients whilst changes were implemented. RJR naturally turned to PC Consultants to work with them on a solution.

As Nick comments *"PC Consultants had a good track record with us and we trusted the team to help us. We valued the relationship we*

had built up with them, they understood our business, and we expected that they would offer practical solutions and pragmatic advice at value for money prices."

The Solution

After a period of assessment and discussion several possible approaches were identified and the associated costs understood.

Following a review between PC Consultants and RJR the selected option replaced the old technology with a new terminal server based at the Ryde offices of RJR.

In addition, hi-speed BT Infinity lines were established between offices and upgrades managed to the specialist Legal Software used by RJR to take full advantage of the new and hi-speed solution. These steps, combined with 'Virtual Server' Software enabled the offices across the Island maximize available hardware, sharing computer resources with other virtual servers, whilst keeping each "server" separate. Instead of requiring a separate computer for each server, many virtual servers could co-reside on the same computer to provide a cost effective, secure and robust solution to RJR.

PC Consultants - a company dedicated to defining 'Best Practice' in IT Service and Support

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Good project management from PC Consultants combined with a close working relationship with the client minimised and manage downtime effectively; making the change-over almost invisible and seamless to any user of the system.

The Benefits

The final solution enables RJR to fully support the needs of its clients and teams across the four Island offices. Enabling partners to access information, client files and specialist legal software and resources remotely - from any location.

The result has enhanced already good service levels and ensured that RJR has the IT Infrastructure, Systems and Support from PC Consultants to meet the needs of its business as it continues to grow; meeting the expectations of clients and moving RJR ahead with confidence in an increasingly competitive market.
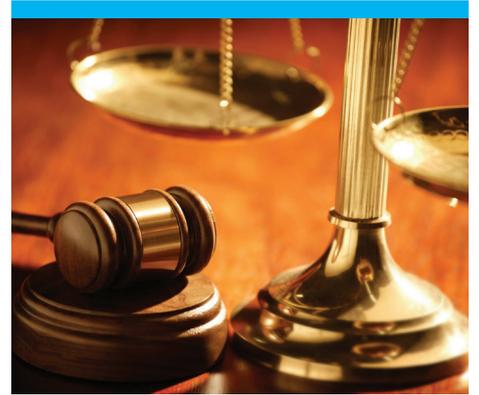
"They came into the project with an open mind and appreciated that they needed to understand our business needs fully; when we had agreed the solution it was delivered smoothly and in an unobtrusive way that enabled us to focus on continuing to serve our clients."

Nick Gale - Partner
RJR Solicitors

About PC Consultants

PC Consultants is an award winning company that has led the IT support industry on the Island for over 20 years. Providing direct access to engineers who triage all support calls plus no tie-in agreements and 24x7x365 support as standard, PC Consultants provide a service that is flexible and cost effective to meet the needs of any business and budget; from their 'walk-in' on-demand workshop in Ryde Business Park to fully tailored on-site IT Support delivering a support service built around you.

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