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CASE STUDY - LAW FIRM OF MOYE, O'BRIEN, PICKERT, & DILLON, LLP

Seminole Office Solutions is the region's top outfitter for printing and copying solutions for the modern business. As an independent dealer of document management, printing, copying, and other office-related solutions,

Seminole Office Solutions have made a name for themselves as the experts in the deployment and comprehensive service of office solutions to fit any business. Along with SemTech, our division that specializes in comprehensive managed IT services, Seminole Office Solutions provides Orlando-based businesses a full cache of services designed to improve your business' efficiency and productivity.

MOYE, O'BRIEN, PICKERT & DILLON, LLP

One of the best parts about delivering comprehensive office solutions is the relationships we are able to forge. In August of 2012, Moye, O'Brien, Pickert, & Dillon, a Maitland-based Law Firm that specializes in construction-related litigation and arbitration throughout the United States, the Caribbean, and the United Kingdom, came to Seminole with a need for printing solutions. Our first conversation led us to the deployment of Lanier color multifunction devices (MFD). The use of MFDs has allowed them to reduce operating costs by delivering the speed and versatility, while also giving them options to bill the use of these resources to their clients, further reducing costs.

The success of this implementation had beneficial results for both Moye, O'Brien, Pickert, & Dillon, LLP, and for Seminole, as soon thereafter the law firm began having discussions about a change in IT services providers. Firm partner, Sean Dillon, explained the shift to SemTech IT Solutions, "We weren't happy with our [previous] IT provider, and since we knew Seminole had a managed services from the relationship we had with them from the copier side, we decided to give them an opportunity."

In the March of 2013 Moye, O'Brien, Pickert, & Dillon began their use of Seminole's IT Services Company, SemTech IT Services, to manage their computing infrastructure; including, servers, workstations, and their entire network. SemTech also implemented automated backup and disaster recovery systems onto their on-premise servers, with a strategic recovery time objective in place that allows Moye, O'Brien, Pickert, & Dillon to sustain workflow if a backup were to be used. In the event of a server failure, the entire server can be restored to the on-site BDR server to allow minimal downtime. Additionally, local files and folders are backed up locally as well as off-site. Backups have subsequently been used to restore data from inadvertent deletions and corruption from malware, repeatedly saving the organization from unfortunate outcomes.

SemTech worked closely with the law firm to design a new computing infrastructure that would work for its needs; mainly, the need for attorneys and their staff to access and store copious

amounts of crucial and sensitive client and case information. “I believe they’ve helped us immensely,” Dillon said, “Replacing infrastructure. Expanding infrastructure. They were able to overcome the biggest challenges that were specific to our industry-specific software platform, by ensuring the hardware we procured had the requirements we needed to make the platform successful for us.”

They accomplished this by implementing the following solutions:

- Centralized and protected the server infrastructure by altering their location from an old desk to a dedicated server room with a dedicated heating and air conditioning system and an enclosed server rack.
- Mounted all hardware, servers, uninterrupted power supply units into a single rack.
- Provided simplified wireless coverage by implementing a single wireless SSID throughout.
- Upgraded broadband to Gigabit Ethernet to improve speed of data transmission as well as Internet speed.
- Managed vendor relationship to implement specific Line of Business applications on two of the firm’s servers.
- Migrated their antiquated Exchange 2010 server to the Office 365 cloud, which saved substantial cost of purchasing new hardware. Migration was completed with virtually no tangible downtime. All users now have current versions of Microsoft Office applications.
- Deployed Autotask Workplace, a File Sync and Sharing system (FSS). The software allows the firm’s staff to share and collaborate on files stored on in either their local server or an outside server that is located in California. This provides firm’s users with easy and secure access to files regardless of location or network connection. The solution also allows files stored on local server to be available to attorneys and other staff on their laptops or mobile devices when not connection to the office’s LAN; making data available remotely. The solution can also be continually expanded for collaboration and sharing with other clients.
- Conducts thorough monitoring and management of all of the firm’s computing systems and network.

With all of this work, along with the copy and printing solutions that Seminole Office Solutions have provided for Moye, O’Brien, Pickert, & Dillon, the law firm today has the confidence in their technology that allows them to do business with no impediments. Best of all, Seminole was able to accomplish all of this while saving the firm essential capital. “Seminole has been able to enhance our infrastructure, provide us with consistent and competitive pricing, and help us to avoid the cost and management of an in-house IT department.”

Seminole Office Solutions and SemTech IT Services can provide any professional services outfit with solutions to deliver enhanced workflow for higher degrees of productivity and organizational efficiency. If your office is in need of a makeover, and upgrade, or simply some help deciding where to go next, [CONTACT US AT \(407\) 830-7950](tel:407-830-7950).