



HOW A CALIFORNIA LAW FIRM **SAVED \$5,000 A MONTH** WITH MANAGED IT SERVICES

4 Minute Read

Primuth & Driskell, LLP is a tax, business, and estate law firm in Pasadena, California. The law firm originally used a small local IT company, but quickly outgrew them. “It was probably \$25,000 a year in wasted time constantly dealing with tech issues. As attorneys, the only thing that we sell is our time. If I factor in all of the lost time, let alone the additional expense of having them redo work two or three times to get it right, it really was terrible,” said Joshua Driskell, partner at Primuth & Driskell.

The smaller IT company they were using simply couldn't keep up with the law firm's growing needs. “It was a company from a bygone era. They did the best with what they had, but they weren't in a position to treat us like an enterprise-type client,” Driskell said.

The law firm needed to make the switch to a managed IT service provider that offered the latest technology solutions. “I wanted to make sure that any technology or equipment we were using was the same as what a company a hundred times our size would use,” Driskell said.

They needed an experienced provider able to see the big picture, understand the technical horizon, and implement specific strategies to achieve the firm's goals. With that in mind, they chose Intelligent Technical Solutions (ITS).

Tighter Security From the Start

For law firms, security is paramount. Today, any business entrusted with the confidentiality of client data needs up-to-the-minute protection from ransomware, hackers, and emerging cyber threats. Having a secure computer network is mission-critical.

“Many of our clients are industry clients. They want to know that their documents are being backed up and secured with industry-standard technologies,” Driskell said. “For me personally, it’s extremely important. I pride our law firm on being ahead of the curve. The provider must understand what’s coming next, and make sure that we take advantage of all of the technology options out there.”

Accordingly, a thorough security audit was one of the top priorities ITS handled for Primuth & Driskell. “The first thing that I wanted them to do was to perform a complete audit. They were able to quickly identify a few issues and get those fixed straightaway,” Driskell said. ITS also completed a complete audit of the law firm’s equipment, and took care of lingering issues that the previous managed IT service provider hadn’t been able to fix.

With trusted backup procedures and tighter security in place, the firm became more protected than ever against ransomware and other threats. “Once we got onto the ITS tools, everything went very smoothly,” Driskell said.



***“Once we got onto the ITS tools,
everything went very smoothly!”***
~ Joshua Driskell, Partner
Primuth, Driskell & Terzian, LLP
(now Lagerlof LLC)

Saving \$5,000 a Month: “Absolutely a better value.”

“Hours equal dollars for us,” Driskell said, explaining how ITS saves the law firm valuable time by managing their IT services.

“It’s a great solution for us, because we can call tech support and get somebody to handle it right away. If there is an emergency ticket, it’s usually a very quick resolution. I know all of the techs, and I think they do a great job,” Driskell said.

Key personnel at the law firm, who no longer have to waste time dealing with IT issues, are now free to focus on planning the future, discussing strategy, and making sure everything works in the bigger picture. “I ask them questions about options. Have you implemented this before? Would this work with our particular system and our specific setup?” Driskell said.

With their old IT service provider, there was a significant opportunity cost. But working with ITS has freed up resources to help the firm grow. “In combined savings across all of our attorneys and the new resources that we have, you could probably put a dollar amount of \$5,000 a month on it,” Driskell said.



3 Keys to Choosing Managed IT Services

Driskell is quick to suggest that business owners look at several key factors when searching for a managed IT service provider. Most importantly, find a company that stays abreast of emerging technology.

“I’d make sure they’re looking for somebody that was ahead of the curve, ahead of the technology that’s already in place,” Driskell said. In the fast-paced world of IT, a company that is still talking about solutions from even two years ago may already be sorely out of date.

Second, look for a provider with experience in your business sector. “Make sure that they understand the software that is used in your industry, so that they are in a position to consult on it appropriately,” Driskell said.

Finally, Driskell recommends looking at the size of the company: “I would also tell them to make sure that the company is staffed well enough to handle your mission-critical issues.” Inevitably, every business will face network problems, internet outages, and other critical issues. In those crucial hours, having a well-trained, responsive managed IT service on call makes all the difference.

“Overall, I’ve been very happy with the results. When I think of ITS, I know that they have my back from a technical perspective. They are going to make sure that we don’t do anything that puts the company or our data at risk,” Driskell said. “They are a great partner.”