



ENSURING CONTINUITY AND ABILITY TO MEET CLIENT DEMAND

The Client

Bell, Temple is a firm of highly skilled and innovative lawyers specializing in providing outstanding legal services to the insurance industry. In practice since 1945, they have built a solid reputation for fast and effective resolution of even the most complex disputes. Bell, Temple also delivers pro-bono services to eligible health professionals including preventative legal advice through a pro-bono hotline.

The Burning Platform

Based on the firm's continuing successes and commitment to their clients, Bell, Temple was able to grow its practice and expand its legal staff—particularly in 2004 when they grew from 18 to 26 lawyers. Growth always puts serious demands on a business's ability to meet the needs of its clients and people. It was becoming increasingly clear that the firm's existing information technology systems were not up to the task of the expanded demands. "We had experienced 30% growth in personnel in a year and found our backup systems weren't up to the task. And all of our firm's information systems were centralized at our head office," explains Judith Tiefenbach, the firm's Director of Administration.

The Business Case

Continuity of service is critical to Bell, Temple's clients and staff. Downtime would cost time and money and lost credibility for a firm that prides itself on "fast and effective" service to its clients. The firm decided it was critical to the business to have an offsite data backup system that would allow its staff to recover their data in the event of an emergency. "Although I was clear about what we didn't want, I still wasn't totally clear about what we did want. I realized that I needed a professional technology advisor who could provide an effective solution," says Judith Tiefenbach.

Enter Triella

Judith Tiefenbach had met Charles Bennett, Triella's Principal, at seminars she had attended where he spoke as the senior IT person at one of Canada's largest law firms: "He had experience and a reputation as being very knowledgeable and a straight shooter—and this proved to be true."

"Triella really impressed me because they knew the questions to ask to elicit exactly what systems were required for the firm. They listened to our needs and found appropriate solutions. Triella understood that we are a small-to-medium sized firm, and presented solutions that would be affordable and effective for the firm,"

*—Judith Tiefenbach,
Director of Administration,
Bell, Temple*

Exceptional Value

Triella delivered exceptional value through:

- Providing system recommendations that met the needs of the firm and that were tailored to the firm's size and budget.
- Conducting regular check-ins during the early phase of the backup system's implementation to confirm that the system was operating efficiently and effectively.
- Communicating with the company providing the remote backup support to resolve issues with the system after implementation.
- Developing an RFP process for redesigning the firm's web presence.
- Providing beginning-to-end guidance, including a job description, job posting and initial interviews in the hiring of the firm's first full-time technology support person.
- Ongoing coaching of the internal IT resource.

Exceptional Results

The new backup system has met and surpassed the firm's needs. Judith Tiefenbach: "Our back-up system is great—physically, it's offsite in Southern Ontario. If I have to retrieve information, the restore function is fast and accurate.

"Triella met and exceeded my expectations. I can't stress this enough—success is about having a strong working relationship with your technology consultant and the belief they will guide you to a solution that is right for your firm."

For more information about Bell, Temple: www.belltemple.com

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Contact Triella at 647.426.1004 or info@triella.com

TRIELLA TECHNOLOGY TRANSFORMATIONS:

We facilitate technology transformations that drive and support business success.
We deliver results through consulting, assessments, services and solutions.

CONSULTING



ASSESSMENTS



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SOLUTIONS

