



TECHNOLOGY TRANSFORMATIONS

## DEVELOPING AND IMPLEMENTING A LONG-TERM TECHNOLOGY VISION

### The Client

**Davies Howe Partners** is a Toronto-based legal firm with a unique team of lawyers who specialize in land use development law and civil litigation. Their practice focuses on representation before courts and administrative boards where they act on behalf of a full spectrum of clients, from small entrepreneurs to major Canadian and international corporations.

### The Burning Platform

Delivering quality legal advice and becoming leading experts in their field had resulted in a sustained period of strong growth and success for Davies Howe Partners. However, during this period, without technology leadership the firm simply added new technologies to its existing technology platform which resulted in a mix of technology solutions that often didn't integrate well and that required continuous support.

### The Business Case

Having the right technology is just as critical for smaller firms as for larger ones. The team at Davies Howe Partners needed an information technology system that allowed them to meet demanding deadlines and ever-changing client expectations, while also having low maintenance requirements.

Based on her experience, Sandra Kerr, Director of Administration, knew that the firm had to undertake a major and costly technology upgrade. She knew what the problems were and had a fairly good idea of what she wanted new technology to do; she just wasn't sure how to get there. She needed to undertake a review of the firm's current information technology systems, as well as begin to develop a long-term technology vision for the firm.

### Enter Triella

*"I had a fairly good idea conceptually what we needed but, not being a technical person, I didn't know what it meant from a technological perspective. I was looking for someone who could provide us with the planning piece, essentially, the CIO role. Someone to ensure that we had a good, solid plan that made sense for us. I knew Charles to be well regarded by his IT peers and to be logical and level-headed. He offered a practical approach to understanding and meeting our needs,"* explains Kerr.

*"We had a pretty good idea what we wanted – and Triella helped us get there. They made sure our money was spent wisely, that we had the best people doing the installation, and they offered solid, practical advice. Triella gave me the comfort that our decisions were the right ones for us, and ensured that we had a solid platform for the future."*

—Sandra Kerr,  
Director of Administration,  
Davies Howe Partners

### Exceptional Value

Triella delivered exceptional value through:

- A plan for a complete overhaul of the firm's existing mix of technology solutions.
- Recommendations for new hardware including PC's, printers, Blackberry handhelds and a Small Business Server to streamline operations.
- Negotiating equipment pricing.
- Recommendations for a new internet connection for increased speed and reliability.
- Implementation of a new remote access system to allow lawyers to work from home and while out of town at hearings.
- Recommendations for new software, increased security, a beefed-up backup process, and spam filtering.
- The creation of an internet policy.

### Exceptional Results

Today, the firm has all new servers and other hardware, up-to-date software that is consistent throughout the office, fast, reliable internet, a robust backup system and security providing coverage for all contingencies, with everything working together smoothly and with less downtime. *"The lawyers are raving about the remote access, it's very slick,"* says Kerr.

For more information about Davies Howe Partners: [www.davieshowe.com](http://www.davieshowe.com)

For more information about Triella: [www.triella.com](http://www.triella.com)

Contact Triella at 647.426.1004 or [info@triella.com](mailto: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

SERVICES

SOLUTIONS