



SHARPENING COMPETITIVE EDGE AND MAINTAINING A SOLID REPUTATION

The Client

Kent Legal is a recruiting firm with a 35-year history of meeting the staffing needs of the legal community, recruiting outstanding legal assistants, law clerks, and administrative management. Kent Legal differentiates itself as "recruitment specialists with integrity," and this message is embedded in all facets of their business and dealings with clients.

The Burning Platform

Maintaining and improving service during an office relocation, and adapting to industry developments and client demands have required a focus on technology to help cement Kent Legal's competitive edge in the marketplace.

The Business Case

A passion for their clients and an ability to consistently deliver on their promises contribute to Kent Legal's status as a trusted name in legal recruiting. It was critical for the firm to maintain that reputation throughout the chaos normally associated with an office relocation. This meant an emphasis on minimal downtime and disruption as a result of the move. Having already worked with the firm on the sourcing and installation of a legal recruitment database package, Triella was retained to both project manage and implement the move.

Enter Triella

As their technology needs evolved, Kent Legal found that a relationship with Triella and principal Charles Bennett would help them satisfy all of these needs. *"Triella goes way beyond what a normal technology organization will provide. We have yet to stump Charles with a technological problem. Really, it baffles me how he does it."*
—Keiran Glynn, President, Kent Legal

"We're not big enough for a full time technology support person. But we want an IT consultant who can act like staff, who can work with urgency, and who understands our business. Charles is very knowledgeable on the technology side, but he also knows our business."

—Keiran Glynn,
President, Kent Legal

Exceptional Value

Triella delivered exceptional value through:

- Sourcing and installation of a legal recruitment database package, including software and server configuration.
- Enhancing communications, including bringing email in-house, and installing a high speed internet connection.
- Project managing and implementing a detailed office move—working with designers on new floor plans, furniture placement, installing network and telephone cabling, purchasing and configuring a new server and additional desktop computers, and acquiring and installing a new phone system.
- Ongoing technology maintenance and troubleshooting.

Exceptional Results

Today, Kent Legal employs leading-edge recruiting software that enhances their candidate selection process and improves their response time in getting the right candidates to their clients. They are established in their new offices for which Triella handled all relocation and technological components—everything from cabling, to server and computer set-up and configuration, telephone system installation, and updates to their database.

And Triella continues to provide technology maintenance services to Kent Legal. Keiran Glynn, President, is succinct: *"Charles and Triella are my right arm in technology. Because I don't know technology, I have to completely trust my technology support organization. Charles' and Triella's integrity is without question."*

For more information about Kent Legal: www.kentlegal.com

For more information about Triella: www.triella.com

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



SERVICES



SOLUTIONS

