



DEVELOPING A HIGH LEVEL STRATEGIC PLAN FOR TECHNOLOGY EXCELLENCE

The Client

Sherrard Kuzz LLP is one of Canada's leading management-side employment and labour law firms. Recognized for their innovative approach to the practice of law, the firm delivers support and strategic advice to unionized and non-unionized private and public sector clients.

The Burning Platform

A focus on building strong client relationships, second-to-none expertise in employment and labour relations, and a strong team of talented and committed people have accelerated Sherrard Kuzz's growth. However, with growth comes the challenge of ensuring that technology meets the firm's needs internally and in terms of delivering exceptional customer service.

The Business Case

After five years in business Sherrard Kuzz decided to take stock of its technology and retain strategic external expertise to help them with their future direction. At the time, Sherrard Kuzz was working with another external technology provider and it was important that the new provider be willing and able to work with the existing provider.

The issues of the day included: a stable operating platform, backup, disaster recovery, speed, enhanced security including encryption, a robust internal search engine and reliable remote access to the firm's entire network.

Enter Triella

Sherrard Kuzz's Managing Director, Rhonda Cohen, met with Triella's Principal Consultant, Charles Bennett: *"We wanted someone with no preconceived notions about our systems and we wanted someone who had the technical expertise to conduct an audit from top to bottom—everything from security to speed."*

"What I find most impressive about Triella is its professionalism; every issue is approached carefully, thoroughly and thoughtfully. I trust Charles' advice without reservation."

—Rhonda Cohen,
Managing Director,
Sherrard Kuzz LLP

Exceptional Value

Triella delivered exceptional value through:

- An in-depth technology assessment and gap analysis of the firm's current systems.
- A detailed report which provided recommendations and offered unbiased choices, alternatives, strategies and tactics for implementing the report's recommendations.
- A positive relationship with the existing technology provider; together Triella and the other provider deliver all the services required by the firm.
- Improved security and reliability through redundant internet links, on and off-site backup protocols, encryption, an enhanced firewall and bulletproof virus, spyware and spam protection.
- Strategies for managing the firm's unique use of BlackBerry technology.
- Improved reliability of the overall system through less downtime and a disaster recovery plan.
- An IT Policy and Procedure guide that formed the basis of the firm's IT policy.

Exceptional Results

Triella's technology roadmap has, without question, enhanced the firm's technology platform. According to Rhonda Cohen: *"Whereas in the past we often struggled with inconsistent technology, now down-time is rare and we no longer cringe at the thought of bringing in or upgrading our systems."*

For more information about Sherrard Kuzz LLP: www.sherrardkuzz.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.

