



TECHNOLOGY TRANSFORMATIONS

PLANNING, CUSTOMIZING AND INSTALLING A NEW PLATFORM

The Client

Madorin, Snyder, LLP is a 50-year-old legal firm based in Kitchener, Ontario. The firm's practice groups consist of litigation, family law, employment and labour law, real estate, wills and estates, business law and alternative dispute resolutions. Madorin, Snyder uses a principled approach based on truth, justice, fairness and integrity and is deeply committed to the interests and rights of its clients.

The Burning Platform

In today's legal world, a competitive firm just can't function without proper technology—everything from legal industry and accounting software to hardware, email and remote access. And, when your mandate is to provide legal service and advice directed towards achieving the clients' objective in the most effective and efficient manner possible, technology is part of how you deliver results. A stable platform that can run essential software is critical.

The Business Case

Although Madorin, Snyder's Administration Manager, Jane Kay, was satisfied with the firm's current system, she knew it was time to be future-focused: *"For some time I'd been talking to the partners about the need to invest in a new platform. The reality is that much of the software specific to law firms that we will use in the future, such as litigation support and document management software, requires a Microsoft platform rather than our current platform. It was also increasingly difficult to find Novell support; we needed more remote capabilities, as well as new server hardware."* The case for an investment in technology was solid, the firm just needed to find the right provider.

Enter Triella

The firm contacted Charles Bennett of Triella. Jane Kay is succinct: *"Charles had long term experience in a legal setting and understood the firm's requirements. His proposal was excellent and I knew we were in good hands."*

"Charles Bennett and Triella came to us highly recommended by other legal firms. From the outset, Charles' focus was on the big picture. Through detailed planning and execution, he was able to achieve a total system change with no disruption to lawyers and staff. Quite a feat and a tribute to Triella!"

Exceptional Value

Triella delivered exceptional value:

- A detailed plan for converting from Novell and GroupWise to Windows and Exchange Server.
- The installation of a server, firewall, switches and software required to support the business objectives.
- Implementing complete server redundancy through the use of a high availability VMware cluster supporting 5 virtualized servers and running vSphere 4.0.
- Implementing a BlackBerry Enterprise Server.
- Converting the Equitrac server from PC-based to server-based.
- Transferring all email, calendars, files and tasks from GroupWise to Microsoft Outlook.
- Reconfiguring all the firm's work stations in favour of a Windows client and AVG Antivirus protection.
- Maintaining access to all non-Novell specific applications previously available under Novell.
- Implementing an outsourced anti-spam solution to reduce mail volume to the firm and eliminate spam from end user mailboxes.
- Creating training materials for users on how to access the new systems, including what has changed and how to use the new features.
- Providing responsive ongoing support for all lawyers, staff and users at the firm.

—W. H. Peter Madorin Q.C.
Managing Partner,
Madorin, Snyder LLP

Exceptional Results

Jane Kay: *"The planning was thorough and sensitive to our needs. We implemented the switch over a long weekend and were open and ready for business on Tuesday morning. Triella was impressive and at all times made me feel secure in the process. The training materials were excellent and allowed staff to become familiar with the new system at their own pace. Onsite assistance on the first morning was very helpful, and Triella's ongoing support is available when we need them."*

For more information about Madorin, Snyder, LLP: www.kw-law.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

