

## Case Study - Halebury

### Halebury

Halebury was set up by lawyers who wanted an alternative working model from the traditional law firm. Launched in February 2007, Halebury's model is simple: a team of entrepreneurial, highly experienced, independent, self-employed lawyers working within the Halebury framework. In just 3 years, Halebury has achieved an impressive client list, including several blue chip companies including BSkyB and Nike and high profile individuals such as Ben Ainslie and Matthew Macklin.

### The Challenge

With little in the way of in-house IT expertise, Halebury continued its alternative working ethos when it came to selecting its IT infrastructure. "Most of our lawyers work from home or from clients' offices," explained Denise Nurse, a founding Director of Halebury. "We needed a robust solution that removed the need for us to maintain and support our systems internally, provided our lawyers with access to applications and data from any location and which would ensure a secure and centralised information repository."

Denise was already aware of IT service provision – a fully hosted service that would provide access to applications and information from any PC or laptop, irrespective of its location. This concept fitted well with the Halebury model but Denise was still concerned about security. "In addition to regular back-ups and protection against external attack, we had to be certain that the information that each of our lawyers was responsible for was totally secure," continued Denise. "We also needed to be able to access that information centrally to ensure that we continued to give our clients the best possible services."

Over several months, Denise and her colleagues met with several IT service providers, but became increasingly frustrated at their inability to provide the comprehensive services that Halebury required. "Too many providers could not deliver the complete package," she explained. "We could not have been the first company with these requirements but none of the providers that we met seemed to be able to deliver to all our objectives."

### The Solution

A recommendation lead Halebury to entrustIT - a Microsoft Gold Certified Partner and Microsoft Small Business Specialists with a solid track record in the design, implementation, management and support of



cloud-based managed IT services. "I was impressed with entrustIT from the outset," said Denise. "They understood our objectives and put together an extremely cost-effective proposal that delivered the security and accessibility that was so essential to our business and which would meet our immediate and long-term requirements."

With satisfactory references being taken, Halebury partnered with entrustIT for the delivery of a complete service. The solution proposed by entrustIT was for a fully hosted IT service provided from a dedicated data centre which would be professionally managed, backed-up and secured from external threats. To ensure complete security, a server was dedicated exclusively for Halebury. "entrustIT were also able to be flexible with our software requirements," added Denise.

"At entrustIT we've worked hard to broaden our capability and capacity so as to be able to offer a truly 'one-stop-shop' for IT and related services," explained Jeff Dodd, entrustIT's Managing Director. "We operate our own infrastructure from multiple tier 3 data-centres with back-up and monitoring on a 24x7 basis with fall-over redundancy across all components and could deliver the security, disaster recovery, contingency and availability guarantees that Halebury needed. The service also provided the familiar Windows environment, accessed across the internet using military grade encryption so that all lawyers could access the systems safely and securely from any internet connection worldwide."

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Now live, the hosted solution has allowed Halebury to maintain its focus on generating new business as well as maintaining close relationships with its existing clients without the pain of having to manage and maintain an internal IT infrastructure. The solution has improved communication, streamlined efficiencies and delivered a standard desktop across all PCs, allowing lawyers to log in and continue working from any location.

“entrustIT’s services do exactly what we want and give us the peace-of-mind that our applications and data are secure, safe and available 24x7,” added Denise. “We can add additional users very quickly and without any significant additional investment and, on the rare occasions when we encounter problems, entrustIT’s support team is on the case.”

### Benefits

- Access – lawyers can access applications and data from any location
- Fixed Costs – simplified budgeting without the need for additional IT support contracts
- Security – secure data management, disaster recovery and malicious threat protection

- Reliability – fail-over server technology and 24x7 monitoring prevents issues from escalating and possibly impacting the business
- Communication – information can now be accessed and exchanged throughout the business, ensuring further improvement in customer satisfaction
- A Focus on Business – Halebury can concentrate on managing, servicing and supporting its growing client base, safe in the knowledge that their entire IT infrastructure is in safe hands.



*“entrustIT is highly professional and responsive. They immediately understood our requirements and implemented a solid, secure and always available solution. I have just one thing to say to entrustIT: Never, ever, change your support team!”*

**Denise Nurse, Director, Halebury**

**Find Out More**

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