



# RiverPoint



## *Enhanced Network Wins the Case for National Law Firm*

### **Client**

This client is a dynamic, innovative law firm providing national representation in the areas of insurance coverage, environmental law and litigation, complex commercial litigation, broadcast, media and transactions. The firm maintains principal offices across the United States and has an established presence in London.

### **Challenge**

The demands of a national law practice can be tremendous with cases requiring immediate attention and secure client communications. As the client's organization grew, and their end-user community expanded, they began to explore ways to streamline communications processes and create a reliable work environment for their employees.

To maintain the productivity of their workforce, this client needed to:

- Stabilize end-user workstations.
- Enhance the speed and security of their servers.
- Address legacy operating and e-mail systems that no longer received support from the manufacturer.

### **RiverPoint Solution**

With 14 years of experience in providing networking solutions to middle-market clients, RiverPoint was uniquely positioned to design and implement an innovative system architecture that would support all of the client's objectives. Additionally the RiverPoint team understood how to accomplish solution development, deployment and roll-out in an aggressive, 3-month time frame.

Immediately, a full assessment of the technical environment revealed the project's course of action. RiverPoint would accomplish the client's goals with a phased approach, allowing for rapid design, configuration and launch of new systems with minimal impact to the daily operations of the firm.

The first step of the solution was to build a strong foundation to support reliable networking across the firm's distributed locations. RiverPoint consultants programmed and installed new system servers at all existing sites and programmed, established and installed Microsoft Exchange 2000 mail servers to create a secure platform for rapid communication.

To enhance access to the Internet, RiverPoint also replaced the existing internet access servers with secure Cisco PIX firewalls, configuring them for optimal performance. The final component in the architecture phase was the incorporation of new file servers, providing the clients with increased storage capability and rapid access to important company information.

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The project's second phase focused on an integral document management system, DocsOpen. The application was tested extensively against the new architecture and discovered to be incompatible with the Windows 2000 environment. Realizing the critical need for this software in the firm's daily activities, RiverPoint created an innovative plan to customize DocsOpen, including new server information and extending the life of this legacy product. By preserving the data in a familiar user interface, RiverPoint was able to maintain a recognizable system while enhancing the application's performance and reliability.

With phases one and two complete, RiverPoint began work on the company's aging suite of workstations. To create a quick, seamless transition, a master image of the existing workstations was created. Leveraging this information, new workstations were configured and tested in each of the client's locations to ensure compatibility with the new e-mail and file servers and the DocsOpen system. When testing was complete and all network connections verified, the workstations were deployed at each of the client's seven locations and comprehensive end-user training was provided.

After the initial project was complete, RiverPoint delivered follow-up support, removing old systems and creating a secure remote access tool to allow users to access data and resources remotely.

## Benefits

Through the expertise of RiverPoint and their ENS solution, this client is poised to realize the opportunities the future will bring. Benefits include:

- Significantly enhanced security of the company e-mail, internet and file servers.
- Improved access to information through faster, optimized network performance.
- Improved employee productivity through a reliable set of technology tools including e-mail, scheduling and document management.
- Improved communication with clients through faster, more reliable means of disseminating important information.
- Enhanced convenience through incorporation of remote access features.