

# Managed IT Services for a Law Firm

## PROJECT DETAILS

 IT Managed Services

 Jan 2013 - Ongoing

 \$10,000 to \$49,999

“  
*"Their ability to fix every issue and their responsiveness in a timely and efficient manner were impressive."*

## PROJECT SUMMARY

Advanced Networks provides managed IT services for a law firm. They manage all of the client's IT infrastructure including new employee set up, remote server, troubleshooting, and more.

## PROJECT FEEDBACK

So far, the client is happy with the services that Advanced Networks provides, especially with the remote setup for new hires. The team is responsive and continue to maintain and monitor the client's IT system. The client has been impressed with the team's effective and quick resolutions.



## The Client


Please describe your company and your position there.

I'm the owner of a law firm.

## The Challenge

For what projects/services did your company hire Advanced Networks?

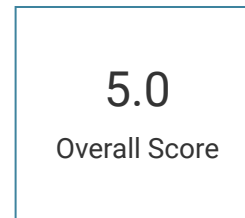
Advanced Networks handles ALL of our IT and computer issues, including setting up all new employees on our system, managing our remote server, and troubleshooting all computer and IT issues, among many other tasks.

 **Steven Yamin**  
Partner, M&Y Personal Injury  
Lawyers

 Legal

 Los Angeles, California

### CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





## The Approach

How did you select this vendor and what were the deciding factors?

We searched all over and, after many rounds of eliminating and interviewing, we chose Advanced Networks as the best one.

Describe the project in detail and walk through their service package.

They made sure that our IT infrastructure was set up, they continue to monitor our entire technological set up, remote cloud server, and onboard all of our new employees onto the system, and they also help with any troubleshooting tickets that we have, which can be multiple per day at times.

How many resources from the vendor's team worked with you, and what were their positions?

There have been multiple different representatives from the company that help us on a daily basis. The entire team is very helpful and always available for us whenever we need.

## The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

We are very happy with the remote server, especially because the majority of our employees work remotely and we need to monitor them. We are also very happy with the troubleshooting that they provide and they always come up with the right solution. We are also very happy with their responsiveness on our new employees set ups, especially because we are hiring new employees almost every day.





**How effective was the workflow between your team and theirs?**

Very effective. Every time we need some thing fixed or have an issue with one of our computers or programs, they are very responsive and immediately fix the problem.

**What did you find most impressive or unique about this company?**

Their ability to fix every issue and their responsiveness in a timely and efficient manner were impressive.

**Are there any areas for improvement or something they could have done differently?**

Not really, everything is running perfectly as of now.

