powersolution.com

Case Study: IT Transformation

From vulnerable network environment & outdated break-fix approach to **highly secure**, reliable, & ROI-effective Managed IT Services

scura

PROBLEM SOLVERS YOU CAN TRUST.

INDUSTRY: Legal Services
TEAM SIZE: 65 supported users
LOCATIONS: 5 offices
BASED: Wayne, NJ

Scura, Wigfield, Heyer, Stevens & Cammarota, LLP (SCURA) is a 14-attorney law firm based in New Jersey.

SCURA's practice spans bankruptcy, personal injury litigations, employment law, discrimination, corporate transactions law, litigation, civil litigation, estate planning, administration, elder law, Medicaid planning, and real estate.

SCURA turned to powersolution for a proactive Managed IT security and support service.

Scura, Wigfield, Heyer, Stevens & Cammarota, LLP (SCURA) reached a breaking point with inadequate IT support from their previous provider.

Before
IT CHALLENGES

- Lack of proper IT management guidance.
- Lack of IT alignment with the ever-changing needs of the business.
- Long response times for help-desk requests.
- Work interruptions and costly downtime
- Ongoing struggle with reactive break-fix rather than proactive IT support.
- Extremely outdated technologies, such as tape backup.
- Productivity decline due to
- ongoing IT issues.

After
IN CLIENTS WORDS

Alexsa Gonzalez
Paralegal and Office Manager

"Powersolution impressed me when we first engaged them in 2017 by managing a smooth and seamless transition from our previous IT provider. Since then, our attorneys have often expressed how professional, knowledgeable, and responsive the entire powersolution team has been in supporting SCURA. Personally, **I've worked with many IT companies and believe powersolution to be by far the best!** Now that we are into our sixth year (2023) working with powersolution, they continue to help me along with the attorneys and other staff members to be more productive day-in and day-out I highly recommended them!"

John J. Scura III, Esq
Partner

"In 2017, the powersolution team helped us to analyze our IT operations, including infrastructure, security, support, and processes. With the benefit of this analysis along with ongoing virtual CIO (vCIO) services from powersolution, we implemented an IT infrastructure that evolves as our business changes over time. We are focused on increasing productivity by always aligning our IT with the changing requirements of the business, along with an ongoing need to maintain a high level of IT security. In 2023, powersolution continues to be our valued partner - **providing an exceptional level of high-quality IT security and support.**"

powersolution.com
your one IT solution

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HOW DID WE HELP?

Following a confidential review of SCURA's technology needs, policies, and procedures, powersolution developed a plan to implement industry best practices.

IMMEDIATE BENEFITS OF IT TRANSFORMATION FOR SCURA:

SCURA benefits from robust IT security and a help desk team known for its 15-minute average ticket resolution. They receive superior service, strategic IT guidance, reduced downtime, and lower cybersecurity risk — all contributing to a stronger ROI on their IT investment.

- **Achieved Stability:**
The environment was stabilized and secured in the Cloud, eliminating a need for SCURA to invest in new server hardware and operating software.

- **Connectivity, Storage, and Communications Upgraded:**
The entire IT environment was migrated to Azure Virtual Desktop, working in combination with Microsoft 365. This facilitated improved and secure connection, storage capacity, and communication options for computer users when working in-office or remotely.

- **Outdated Technology Handled:**
End-of-Life servers were decommissioned, shifting all workloads to the Cloud.

- **Software Transition Accommodation:**
The firm's change to a new legal software platform, remote workers were securely connected to the office environment through a Remote Desktop Server solution, including data storage.

- **Superior Security:**
The new environment included securing the network with powersolution's Secure Global Network (SGN), creating an "Always Connected, Always Protected" environment, for both in-office and remote workers.

- **Threat Protection and Prevention:**
In addition to SGN, powersolution implemented a next-generation suite of extra cybersecurity protections to monitor for cyber-intruders and to secure open communication ports, helping the organization avoid any future ransomware or cyberthreat incidents.

Peter Jacobson
Director of Business Development
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My team and I would LOVE to help with your IT let's talk!

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