

CASE STUDY - LEGAL DATA CENTER CENTRALIZATION

Business Challenge

Integrated Management Services (IMS) was contracted by a prominent law firm providing a full range of legal services to businesses and individuals nationally. The Firm has a national reputation for litigation and counseling in the fields of insurance and commercial litigation and maintains a number of other practices servicing a multitude of industries including insurance, professional services, media, golf and real estate. The Firm engaged **IMS** to assess and plan their options to improve the service delivery, management and resiliency of their IT service environment.

Baseline

The Firm's IT leadership was seeking to develop and deploy a solution to improve the short and long term delivery, management and resiliency of their IT services. This plan required alignment with accepted industry practices and with the resource capabilities of the Firm to implement and manage effectively. An initial discovery was conducted to establish a baseline of the Firm's current environment.

Assessment

A thorough assessment revealed the Firm had begun centralizing by consolidating the deployment of their financial and litigation applications to their headquarters office.

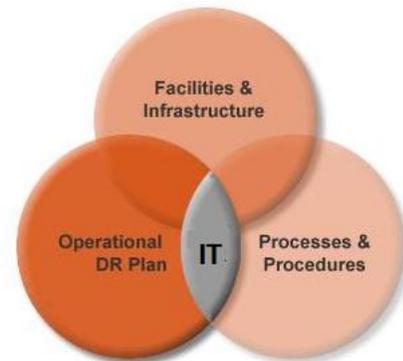
The Firm could continue to consolidate as it looks to deploy a new document management, E-mail messaging and CRM systems, each of which are built for central deployment. Consolidating file services and other miscellaneous applications still located at remote locations would then complete, rather than begin, the process of data center consolidation.

Benchmark

Using a series of expert peer reviews and client presentations, the **IMS** team compared this baseline to a set of industry benchmarks and available options for IT solutions. The results of this options analysis mapped the current state and trends for the Firm's IT environment providing a foundation for developing a comprehensive plan to improve the service delivery, management and resiliency of the Firm's IT services.

Strategic Roadmap

The strategic plan recommended completing the process of consolidating IT services, enhancing the reliability, efficiency and resiliency of the IT services environment by implementing key elements.



Results

The Firm has begun a detailed project plan, which will refine specific details such as vendors, configurations, integration resources and tactical elements for completing each of the components in this strategic plan.