

Case Study: Law Firm

Ricoh's Hosted Legal Desktop solution helps law firm transform network management

About our customer

This New Jersey based law firm serves individuals and businesses alike. For more than 60 years, the firm has represented clients in a wide range of cases such as complex civil litigation, white-collar criminal defense, oppressed minority shareholder litigation, family law, bankruptcy, international law, labor and employment, environmental, real estate, partnership law, pension law, tax, administrative and antitrust law. The vast legal experience of the firm's partners has helped them achieve big wins and earn an exceptional level of trust with clients.

Challenge

- Aging network, computers and phone system
- Moving offices called for upgraded machinery and software
- Lack of conferencing services

Working out of the same office space in New Jersey for many years, the firm was notified that they had to move and had only a couple months to prepare two new office spaces with hardware, software, and a modern network infrastructure. On a mission to quickly build the new offices from the ground up, firm leadership sought a partner that could help upgrade their network infrastructure and get them back online as fast as possible.

Prior to the notice of the move, the team relied on an outdated network of phones and computers to get business done which needed to be improved as more employees and clients wanted hybrid work capabilities.

“We anticipated many hurdles once we learned we had to move offices. Ricoh did a great job and went above and beyond helping us fully migrate and update our network so we could seamlessly move into our new office space. It's been fantastic having Ricoh here to help with issues that were out of our purview.”

— IT Administrator

Solution

- Implemented Ricoh's Hosted Legal Desktop solution to remedy outdated IT infrastructure
- Microsoft 365 migration to support work from anywhere
- Upgraded security network
- Pre-staged new offices to expedite move

Ricoh gauged the firm's needs and shared how our Hosted Legal Desktop solution could fortify their new offices with all new hardware and software. With our fully managed Hosted Legal Desktop, we upgraded their network and equipped 30 workstations with Microsoft 365 to ensure an exceptional network infrastructure with advanced security and connectivity. Ricoh's legal support help desk were available 24/7 to manage and monitor the network during the transition and into daily operation. We also upgraded their conference rooms and aging phone system by transitioning to Microsoft Teams.

Prior to the move, the Ricoh team pre-staged the new offices and network with pre-configured hardware so that they could seamlessly hit the ground running and expedite the move with new equipment and services. Since the offices were move-in ready, the customer was able to get settled and back to work faster.

Results

- Quickly equipped new office with hardware and software to ensure business continuity
- Saved money by cutting project budget by 10%
- Secured data and document storage protocols
- Improved network connectivity

With Ricoh's support, the law firm seamlessly transitioned to their new offices about two weeks ahead of schedule. The firm's new network structure supports a hybrid work model with cloud-based processes and the simplicity of Microsoft 365 applications. The partners can now rest assured that their important data and documents are protected and meeting compliance requirements. By replicating the comfort and familiarity of the firm's old office structure with new and improved applications and services, we've helped them fortify their operations for a sustainable and bright future ahead.

"The Hosted Legal Desktop solution has worked wonders for our firm. All the partners have the exact same experience using the applications and it's been easy to adopt. We now have a more robust system which has made our jobs that much simpler."

— IT Administrator

Learn about the wide range of IT and professional services available through [Ricoh's Hosted Legal Desktop solution](#).