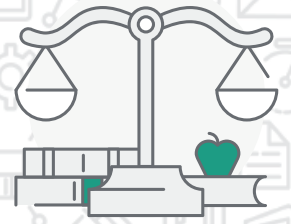


MARRIOTT HARRISON CASE STUDY



- > **Sector**
Legal
- > **Employees**
50+
- > **Applications Hosted**
Office 2010, Exchange, Tikit Connect, Axxia Desktop, Sharepoint, Winscribe, Workshare
- > **Project Snapshot**
Leveraging managed services and sector expertise to create a professional IT operating environment moving forward

CUSTOMER SNAPSHOT

When an ageing infrastructure, deteriorating network performance and lack of skilled in-house IT resource threatened to create the perfect storm for Marriott Harrison, it looked to managed services and Nasstar to help navigate the firm to calmer waters.

CHALLENGE

Marriott Harrison is a boutique full service law firm whose high quality, partner-led approach sees the firm operating at a level that is often only matched by firms several times larger.

However, when its IT function started to fall well short of the standards expected, compromising efficiency and effectiveness, it took steps to address the issues. Specifically:

Ageing systems – Marriott Harrison needed to consider the expensive reality of a technology refresh

Poor network management – The firm's IT resource was one individual, whose skill sets and skill levels were

proving unequal to the task of 'keeping the lights on'

Lack of strategic direction – The firm was devoid of any IT leadership, making it difficult to see any way out of its dilemma as well as risking missing out on tech driven business advantage

Management time – Senior figures were expending too much time and energy in 'managing the manager' and the firm-wide fall-out from persistent outages and general poor delivery to the desktop

Business risk – The firm recognised the dangers inherent in IT responsibility being invested in just one person, and in running with a substandard network, poor remote access and negligible contingency for disaster recovery.

“ From start to finish, Nasstar was a pleasure to do business with - they were straightforward, open, honest, and for the first time in a long time we now have complete confidence in the calibre of our IT provision. ”

SOLUTION

Marriott Harrison's Simon Charles knew that managed services could provide the perfect resolution to the firm's on-going challenges:

“We didn't actually have that complex or extensive an IT requirement, we just wanted our everyday systems to work everyday!

Migrating our whole IT function to Nasstar, entrusting a sizeable specialist provider to deliver services to the desktop, having them available 24/7 from any device with support on-tap, and the ability to add users with a quick email or phone call. What wasn't there to like? For us, it was the perfect route out of that impending perfect storm.”

MARRIOTT HARRISON CASE STUDY continued

SUCCESS FACTORS

According to Simon Charles, there were a number of qualities that were critical to the success of the project:

Professionalism - "From start to finish, Nasstar was a pleasure to do business with - they were straightforward, open, honest, and for the first time in a long time we now have complete confidence in the calibre of our IT provision."

Experience - "Nasstar has helped many law firms make a successful switch to managed services, and its understanding of law firm dynamics and the way we think and operate was invaluable in ensuring a smooth transition."

Capability - "Nasstar unpicked a very poorly configured and run network, migrated our users across to a modern, resilient hosted platform, and managed the actual go-live in the space of a weekend, with a supportive floor-walking service for the first week. All this without fuss or fanfare, and always with great courtesy - and if we need something now, like a new user, we just have to ask."

> Nasstar on Marriott Harrison

"A high calibre law firm keen to place itself on the right IT footing"

> Marriott Harrison on Nasstar

"A powerful IT proposition professionally delivered"

BENEFITS

For Marriott Harrison, the switch to managed services has been viewed as an out and out success:

Improved performance – the firm now enjoys a consistent IT experience, both within the office and remotely, and can have confidence in technology that is enabling rather than disabling

Cost certainty and cost efficiency – an IT resource that is always aligned with what is needed, therefore avoiding waste; predictable per user pricing; and an avoidance of Capex, these all make a compelling financial case

Increased business focus – senior management are no longer drained and distracted by on-premise IT concerns, and are free to concentrate on practice areas and development

Enhanced risk management – the high risk nature of its previous IT provision has been replaced by assured delivery from a proven specialist provider, with in-built continuity and 24/7 support

“It works so well and has had such a positive impact...Our only regret is that we didn't do it sooner”

CLIENT VERDICT

Simon Charles concludes:

“Quite frankly, we were in a horrible position with our internal IT and Nasstar steered us very confidently out of that to a place which is very much nicer!

Things work as they should, help is always available if we need it, we can get on with our proper jobs without the constant stress of systems falling over and having no real capacity internally to make things better. It works so well and has had such a positive impact on the business and each individual that our only regret is that we didn't do it sooner.”

