



## » CASE STUDY

# Law Firm Serving Multinational Clients

*Required IT Support and Network Services for Offices Across the United States*

### The Challenge.

This large law firm has offices across the United States that serve large multinational clients. Supporting all IT activities across their geographically disparate offices can be a challenge for the talented in-house team at the firm's headquarters.

Initially, in 2008, the firm was looking for an IT services provider with collaboration systems integration expertise. "We had a 20-year old phone system that was not meeting our collaboration needs – our system was from the "year of the flood." The firm needed to understand their options both with respect to their then current needs, and for future planning and expansion to support growth.

### The Situation.

Leading the firm's corporate values is a strong sense of family and loyalty. All employees are valued equally for their contributions - from the senior partners to the Maintenance personnel. The employees view their positions as a career not merely a job; and, the result is that most work for decades at the firm. With this strong culture, it was particularly important for the firm to find an IT services provider that fit their unique culture.

**"Fidelus worked to understand our culture. They give us the things we need and also tell us what to consider. I value the relationship because I know I can depend on them."**

—Chief Information Officer

Large Multi-Site Law Firm

## The Situation. (Continued)

In addition to seeking a good match for their corporate culture and strong expertise to fulfill their IT needs, the firm's CIO added three additional criteria for their IT services partner selection. He said, "I want a company:

- who will invest in the relationship with us, to understand our environment and what makes our firm different,
- to figure out what we need today and may need tomorrow, and to bring only those things to my attention,
- that knows their strengths and weaknesses, and does not pretend to know everything."

## The Solution.

The firm met with and evaluated a variety of IT services companies against their selection criteria and engaged Fidelus. The firm found a cultural match with Fidelus, whose employees stay with the company for decades, viewing the positions as a career not merely a job.

Further, and according to the CIO, "Fidelus really worked to understand how my firm wants to function. They demonstrated their expertise and their flexibility to work with us within our culture." He went on to say, Fidelus gave us the things we needed to think about and consider ahead of time."

By comparison with the other candidate IT services companies the firm interviewed, The CIO says, "While we saw similar technical capabilities, there was a rigidity about the other firms.

The other IT services companies told us, "That's not how we do things but we will try to accommodate your requirements."

**"We rely on Fidelus expertise. They consistently go above-and-beyond to meet our needs. Fidelus services are absolutely more economical than in-house."**

— Chief Information Officer  
Large Multi-Site Law Firm

## The Conclusion.

Fidelus has been serving the law firm for nearly a decade. Today, Fidelus provides the firm with both collaboration and network managed services, plus on-site project support. The firm's CIO concludes, "Fidelus offloads things, at which we are not expert, at a reasonable cost; they raise our awareness of new technologies; and their expertise and knowledge of our environment has prevented us from wasting time chasing after technology that is not a good fit for us. I know I can depend on Fidelus' technology services."



**fidelus**  
we go the extra mile.

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