



Case Study

Hosted Desktop Solution

Nationally Recognized Law Firm Replaces
Outdated Technology to Help Grow Practice

Business Challenges

Pulley, Watson, King & Lischer (PWKL) was in need of a network overhaul. Running an outdated Novel network was hindering their ability to attract quality attorneys and grow their practice. PWKL had several issues with their current I.T. solution:

- No in-house I.T. expertise - they were paying high hourly rates to an I.T. consulting firm that was not meeting their needs.
- No remote access to their e-mail, data and applications - employees were often strapped to their office workstations late into the night and on weekends.
- No end-user support - employees faced delays in completing assignments because of technology issues.
- Word Perfect incompatibility - employees had to convert their Word Perfect documents to Word.

In order to build out the desired network solution, PWKL was facing large capital investments in infrastructure purchases and Microsoft software licensing. They knew they didn't want to continue with the cost and frustration of using an I.T. consulting firm, so they were also looking at upfront and ongoing expenses to hire in-house I.T. expertise.

Solution

PWKL decided to forego building out an expensive on-site network and chose to implement Trapp Technology's hosted Windows desktop solution. Trapp Technology provides PWKL with an enterprise-class network and the updated I.T. solutions they required, while eliminating the high-cost and aggravation of deploying and managing an in-house solution.

Benefits

No capital investments in infrastructure, server licenses or Microsoft software - PKWL has an up-to-date I.T. solution for an affordable monthly fee.

- Award-winning security solution built in to protect data and prevent network vulnerabilities - client privileged information secure.
- Microsoft Office Standard Edition on every employee desktop (Word, Excel, PowerPoint, Outlook) - no more converting Word Perfect documents.
- Remote access to office desktop from any Internet connection - e-mail, applications, data, and corporate file structure.
- Fully-managed I.T. network including upgrades, updates, patches, system maintenance, and I.T. consulting services - no need for in-house I.T. or I.T. consulting firm, and no need to worry about technology becoming out-dated.

Background Information

COMPANY

Pulley, Watson, King & Lischer

INDUSTRY

Law

LOCATIONS

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PROFILE

Pulley, Watson, King & Lischer, is an established law firm providing representation to injured individuals and families, and legal expertise in business and commercial matters since 1982.

CUSTOMER FEEDBACK

"Trapp Technology gave our firm the up-to-date I.T. solution we needed to grow our practice and protect our sensitive client privileged information. Because we trust Trapp Technology with running our I.T., we're able to focus our business efforts on taking care of our clients' legal matters."

Helen Cronin

Firm Administrator

Pulley, Watson, King & Lischer