



HOW A LAW FIRM ACHIEVED 99.999% SITE UPTIME AND CUT COSTS BY 33%


3 Minute Read

For Haines & Krieger, a Las Vegas consumer protection law firm, having fast and reliable internet is mission-critical. But they weren't getting the service they needed.

“Because we use internet-based applications, including uploading to the court and their system, we were always having problems,” said Laura Ferranti, Operations Manager.

The law firm offers their clients bankruptcy, foreclosure and short sale solutions, credit or harassment solutions, and loan modifications. To do all of that efficiently, they require dependable access to their internet applications, and they need the speed to update their files in real time.

Complicating matters was the fact that the law firm had two locations, one on the north side of Las Vegas and one on the south side, with servers in each location.



“Every 15 minutes, the servers had to refresh so that one location could see all the information that the other location had just entered. It was such a mess. Somebody would put in a note or save a document, and it would take 15 minutes for it to show up in the system. It was archaic,” Ferranti said. “They had to constantly come out and fix the modems. It was really a huge thorn in our operations.”

Cost-Effective Fiber Internet Based Right Here in Las Vegas

To achieve faster internet speeds, Haines & Krieger could have signed on with one of the bigger internet providers, such as CenturyLink or Cox. But those providers only offered fiber internet in limited areas, and the cost was significantly higher.

Instead, Ferranti turned to Intelligent Technical Solutions, a local technology company headquartered in Las Vegas. ITS uses a unique technology solution to provide fiber internet at a lower cost than the competition.

Plus, ITS delivers speeds much higher than the typical 25, 50 or even 100 Mbps speeds offered today. In fact, ITS can provide accelerated speeds of up to 1,000 Mbps or more. And their internet service is backed by a 99.999% uptime guarantee.

Haines & Krieger brought ITS in for a free consultation. “I wanted confirmation that they could put their money where their mouth was,” Ferranti said.



24/7 MANAGED INTERNET SUPPORT, 365 DAYS A YEAR

ITS owner Tom Andrulis worked directly with the law firm to analyze their bandwidth needs. “I could tell right away that Tom is a bright guy, and he knows what he's doing. It was his knowledge base, and the fact that nothing stumped him, no matter what I asked or what I showed him,” Ferranti said. “I felt 100% confident that he really knew what he was talking about.”

ITS quickly put together a fully-managed internet solution that far exceeded the law firm's expectations. Not only were their problems solved, but they also gained a clear understanding of what they needed and why, so they could continue to make informed decisions about their future internet needs.

“ITS is by far the brightest star out there,” Ferranti said. “They have our best interests at the forefront. What they care about most is that we get what we’re looking for, whether we buy it from them or not. That's just honest partnership.”

“ITS is by far the brightest star out there. They have our best interests at the forefront. What they care about most is that we get what we’re looking for, whether we buy it from them or not. That's just honest partnership.”

NO MORE INTERNET HEADACHES

Switching to ITS was effortless, and the new performance was unmatched. “The transition went seamlessly. It was unbelievable. Now, when you put in a note, everybody sees it. Everything is instantaneously updated. There is no lag,” Ferranti said. “This was 2012, and we haven't looked back.”

ITS continues to manage Haines & Krieger's internet service around the clock, guaranteeing 99.999% uptime. Even better, because of the proprietary fiber internet technology provided by ITS, the law firm is now reaping significant savings. “We were paying 33% more than we're paying ITS now,” Ferranti said.

But the main advantage to working with ITS is their commitment to quality service and dependable performance. Having the confidence that your internet provider will always be there when you need them is priceless. “Night or day, I can contact them anytime, and they have somebody on the job. I just send them a help ticket, and it's done. I don't have to worry about it anymore,” Ferranti said.

Before they began using fiber internet from ITS, Haines & Krieger had suffered constant lags with their internet-based software. But those headaches are long gone since they switched to ITS. “Their customer service is nothing less than stellar. Their attitude, their promptness, their knowledge, their professionalism – I've never met another company like this,” Ferranti said. “I have nothing but great things to say about them.”

Protect your business today with a free cybersecurity audit from ITS.

