

PROLAW CASE STUDY

GARRETT & TULLY, P.C.
LIGHTGABLER LLP

SEAMLESS INTEGRATION OF PROLAW AND LEVELCLOUD
MUTUALLY BENEFITS TWO CLIENTS



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MOVING INTO THE CLOUD WITH A PROLAW PARTNER

Garrett & Tully, P.C. was formed out of a desire to build a law firm emphasizing superior legal skills, efficient service, and responsiveness to the needs of a variety of clients. Conveniently located in Pasadena and Westlake Village, the firm's client-oriented approach blends the best of experience, teamwork, and service.

Although the firm had two locations to provide clients throughout California with a consolidated platform of business knowledge and experience, managing separate offices became operationally challenging.

The firm managed a dedicated server in each office for its ProLaw® financial and practice management solution. However, these servers were far from efficient because they had to synch and replicate ProLaw information every 24 minutes between the offices. So if one attorney started a document draft in the Westlake Village office, another staff member in Pasadena may have had to wait for nearly a half hour before they could access that same document. Furthermore, this structure didn't allow for any ProLaw tab customizations to meet individual office needs.

When the firm was at a turning point in its technology in 2012, its decision makers knew it needed to make a big change to optimize efficiency moving forward. One option was to replace and upgrade all of its aging hardware, and another was to move into the cloud completely.

"As soon as we met with the LevelCloud team, we were instantly sold. LevelCloud's partnership with ProLaw was our number one reason for selecting LevelCloud, so we saw no need to evaluate any other solution."

Jody Kirschbrown
Office Manager, LightGabler

The decision ultimately came to down to what would be the best long-term technology strategy for the firm. Business Manager H. Louise Waara explains, "We felt that not only did the cloud have the potential to solve all of our issues, it was also an opportunity for our firm to be ahead of the technology curve. Plus, our analysis showed that the cloud would be more-effective in the long run."

Shortly after the firm began its evaluation of cloud-based solutions, ProLaw partner and cloud-based turnkey IT solution LevelCloud was at the top of the list. "We were thrilled to learn that ProLaw supports the cloud, and that integration ended up being the determining factor of our selection," explains Waara.

"By offering both reliable and compatible technology, LevelCloud is the whole package."

H. Louise Waara
Business Manager, Garrett & Tully

"We were also attracted to the disaster recovery of LevelCloud because it eliminates the risk of a SQL server shutting down with the loss valuable ProLaw data. By offering both reliable and compatible technology, LevelCloud is the whole package."

Also at the forefront of the cloud movement is **LightGabler LLP**, a firm that blends creative and skilled legal professionals with expertise in employment law, business litigation, and intellectual property. As opposed to moving into the cloud, LightGabler has been using it since the firm's inception. When the firm opened in 2011, "we knew that the cloud is where business technology is going, and that's where we wanted to be," said Office and Paralegal Manager Jody Kirschbrown.

The firm has never relied on live servers to manage the matters of more than 900 clients. "A major selling point for us was that the cloud would enable our firm to be mobile and paperless. Without relying on paper

GARRETT & TULLY, P.C.

Garrett & Tully, P.C. developed its sophisticated practice centered on real estate litigation, business and commercial litigation, professional and general liability, title insurance, insurance coverage, employment practices, and appellate practice.

CHALLENGE

The firm needed a cloud-based solution to accurately and efficiently replicate its ProLaw® financial and practice management solution across its two offices.

LIGHTGABLER LLP

LightGabler LLP is a business law firm unlike any other. With decades of experience in employment counsel, employment and business litigation, intellectual property, and unfair competition, the firm is focused on keeping its clients' businesses working, growing, and prospering.

CHALLENGE

The firm needed a secure and reliable cloud solution to integrate with ProLaw XII.

WHY LEVELCLOUD?

LevelCloud specializes in making IT simple by integrating all cloud solutions on a single, simple-to-use platform. ProLaw clients can access their private clouds at any time, reducing IT costs and increasing productivity.

SHARED BENEFITS

- Seamless integration with ProLaw
- 24/7 support from the Helpdesk and superior IT client service
- Security from a trusted provider
- Increased efficiency

documents, our staff can access all data remotely,” adds Kirschbrown. But for Kirschbrown and her team, using the cloud had its challenges. The firm’s initial cloud provider was inefficient and unreliable, with system shutdowns happening up to three times each day. “The frequency at which the servers were crashing was affecting our ability to serve our clients,” she says.

Kirschbrown and her team were hesitant to invest in another cloud solution, and they weren’t actively seeking other cloud options until they learned about LevelCloud at the 2012 ProLaw User Conference. “As soon as we met with the LevelCloud team, we were instantly sold,” she explains. “LevelCloud’s partnership with ProLaw was our number one reason for selecting LevelCloud.”

STANDOUT SERVICE FROM AN OFFSITE PROVIDER

Accommodating Implementations

Both Garrett & Tully and LightGabler made history with their LevelCloud implementations. Garret & Tully was the first firm to take advantage of LevelCloud’s integration with ProLaw, while LightGabler was the first for ProLaw XII.

As the first ProLaw client, Garrett & Tully had a learning curve with its implementation, but the LevelCloud team still “bent over backwards to get everything in place for us,” says Waara. “They put in a lot of time and effort into the implementation, going the extra mile to make the process easier for us.”

Other firms have continued to benefit from the knowledge the LevelCloud team gained from Garrett & Tully’s implementation, including LightGabler. Kirschbrown describes, “The LevelCloud team knew exactly how the implementation needed to go, and the solution was up and running ahead of the expected time.”

She continues, “It was also helpful that the LevelCloud team walked us through the process prior to implementing. Working with them, we knew we wouldn’t have to worry about any security breaches.”

Efficient Upgrades

The support has continued for both firms with successful upgrades since implementing LevelCloud. For Garrett & Tully, the upgrades included in LevelCloud’s monthly maintenance service have been seamless. These upgrades are done remotely, however Waara says that onsite assistance is available if needed.

For LightGabler’s upcoming service upgrade, the LevelCloud team has installed a test environment to Kirschbrown’s WebTop to ensure a smooth transition. “We learned from the first upgrade that the more testing we do beforehand, the better,” she explains. “The LevelCloud team is doing their best to be as efficient as possible.”

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Jody Kirschbrown

Reliable Support

LevelCloud provides around-the-clock monitoring, management, and support from the Helpdesk. This feature has provided tremendous benefit to Kirschbrown, who was the only personnel to handle user-end challenges at LightGabler prior to LevelCloud. Rather than spending a quarter of her day helping her staff with issues stemming from the cloud, Kirschbrown now spends a mere ten minutes.

She also says that the entire LightGabler team is fond of LevelCloud’s support, and “everyone gets the same level of attention.” She continues, “There is no question too simple or too complicated for the LevelCloud support team, and they won’t stop working until all are issues are resolved. I can’t speak highly enough of their service.”

The same can be said for Waara who considers the Helpdesk to be a great tool that her team uses regularly. “After we submit a message detailing our issues, we quickly get a response from a member of the LevelCloud team that can fix the problem. They really go above and beyond, sometimes working overnight so the next workday isn’t affected.”

Waara also says that her staff has appreciates LevelCloud assigned them with a technician who has “met everyone individually and given us his personal contact information. If we need urgent help, we have the comfort of knowing that we can reach him directly.”

Convenient Offsite Assistance

Both firms have benefitted more greatly from LevelCloud than having an IT person on hand. “LevelCloud is a more cost-efficient option but more importantly, it is much more convenient to have 24/7 support from the HelpDesk,” explains Waara.

Similarly, Kirschbrown says, “We have seen a huge improvement in IT management since switching to LevelCloud. Not to mention, it saves our firm an entire salary that onsite IT management would cost.”

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“LevelCloud helps us maximize our investment in ProLaw.”

H. Louise Waara

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CONSTANT ACCESS TO PROLAW

Rather than a typical desktop, LevelCloud provides its network through a WebTop. The WebTop is accessed through a web browser and serves as a single dashboard with access to all applications, files, and e-mails to optimize productivity.

For LightGabler, managing day-to-day activities is easier with the WebTop because it “provides me with everything I need from a single location,” says Kirschbrown. She prefers the WebTop over the traditional desktop because it is fully customizable, and “fun and useful gadgets add personality to my workday,” she adds.

The WebTop also enables her to access information from ProLaw more quickly with the ability to create any document into a shortcut on the WebTop. These shortcuts can be added to everyone’s WebTop, or they can be for personal use. “It’s so helpful that I don’t have to sift through matters or perform a search every time I need to pull up a document,” Kirschbrown explains.

Waara and the Garrett & Tully team take advantage of the WebTop to increase efficiency of the firm’s two offices. Through the WebTop, everyone, regardless of location, is able to open matters in real-time. Before LevelCloud, users needed to maintain separate versions of the same files for each office, making it difficult for attorneys from both offices to work on the same matters. Now they are able to do that seamlessly “because everyone is able to access everything in ProLaw at the same time.”

LevelCloud also enables users to login from any device. She elaborates, “It is great to have that connectivity. Checking emails on-the-go works fantastically, and we take advantage of the ability to pull up documents during court using as iPads®.” She continues, “I am able to access everything within ProLaw remotely.”

CONFIDENCE IN THE CLOUD

LevelCloud has provided both firms with peace of mind in knowing that they are secure with a trusted solution. The confidence has resulted in a boost in efficiency for both LightGabler and Garrett & Tully.

Kirschbrown says, “With LevelCloud, we feel like we’re in a normal environment rather than the cloud. The feel of it is the same as a traditional desktop, and it is actually more efficient.”

Without the threat of system crashes, “Our staff is much more comfortable and our processes are streamlined,” she explains. “The stable performance of LevelCloud assures us that we are serving our clients accurately.”

LevelCloud has eliminated the challenges Garrett & Tully was faced with previously as well. Waara explains, “Having a secure provider means we don’t have to worry about slowing down for the server or getting kicked off entirely. Without the connectivity issues we faced previously, we now feel like one connected firm, rather than two separate offices.

She continues, “Our staff is more receptive of using ProLaw, and we have seen better productivity as a result. LevelCloud helps us maximize our investment in ProLaw.”

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H. Louise Waara

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For more information about LevelCloud, please call **+1 855 562 5683** or visit **www.levelcloud.net**.





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Contact Us to Find Out What the Cloud Can Do For You

Whether You Are:

- 🚩 **Outgrowing your IT systems**, and either don't have the free cashflow or desire to invest in IT, but still have a need.
- 🚩 Are finding your IT budget continues to grow, and **you are not sure how to manage it**.
- 🚩 Looking for a **cost-effective way to stay ahead of all the changes in IT**, without having to divert hours of your / your team's time to managing it.
- 🚩 Are **tired of the seemingly endless repair** and update work that is consuming time your IT professionals could be spending improving your customer's experience and increasing your operation's efficiency.

We Can Help You:

- ✓ Assessing the current state of your **computer network**.
- ✓ Testing the current speed of your **Internet connection**.
- ✓ Providing an analysis of **costs for existing IT** infrastructure.
- ✓ **Security analysis** and testing of existing IT.
- ✓ Migration process analysis for **existing applications** desired to be moved to the cloud.
- ✓ **Data migration** analysis of all data to be ported to the cloud.
- ✓ Training analysis for understanding what **workflow education** staff will have to receive.

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