



VERTICAL

Legal

SERVICES

- ◆ Managed Firewalls
- ◆ Managed Infrastructure
- ◆ End User Support
- ◆ End User Security Bundle
- ◆ Managed Azure
- ◆ Technical Account Management
- ◆ Managed 365 with Backup

CHALLENGE

The law firm's current Managed Services Provider (MSP) was not meeting business operational objectives and failed to accommodate planned future growth and IT demands. The local MSP lacked technical skill sets and follow up. SLAs were not being met and the firm's attorneys experienced downtime, which resulted in the loss of billable hours to their clients. The law firm vetted other local MSPs but found they couldn't scale the business and provide white-glove service.

SOLUTION

After an extensive search, the firm selected Thrive as its MSP because of its national footprint/platform that allows its engineers to resolve most issues remotely. Thrive's maturity level and security as an MSP/MSSP could help the firm grow as an organization. Thrive provided its own equipment to eliminate the firm's risk of supporting off-platform hardware. The Thrive team mapped out a strategy to fortify its security measures and implemented several services and processes, including Managed Firewalls, Managed Infrastructure, End User Support, End User Security Bundle, Managed Azure, Managed 365 with Backup and Technical Account Management.

RESULT

The law firm was impressed with Thrive's onboarding process and the white-glove service. Since the firm has non-technical users, it has peace of mind that the Thrive team of experts is keeping its operations running smoothly and securely with next-gen technology.

How can Thrive help your business?

Thrive is a leading provider of outsourced IT Infrastructure designed to drive business outcomes by helping you get the most out of your IT.

To learn more about our services, contact us at 866.205.2810 or info@thrivenetworks.com