

Case Study – Griffiths Robertson solicitors

By replacing an error-prone, unreliable computer system with one based on Microsoft Windows Small Business Server 2003, Griffiths Robertson solicitors has saved thousands of pounds. The new system requires less support, whilst remote access means it can be managed and maintained without the need for expensive on site consultancy. Better reliability also means greater efficiency. Lost work and inaccessible systems resulting from daily failures are things of the past, whilst access to specialist accounting packages is faster and more reliable.

Situation

Griffiths Robertson solicitors are a Reading based solicitors with offices located in the town centre. The company employs 20 staff including 2 senior partners. The company has taken its computer systems very seriously for many years and has made full use of local area networks and client / server technology.

Griffiths Robertson has used Bythorn Data Systems as it's IT partner for many years and it was BDS who installed its current network of Windows 98 based PCs and it's Windows NTv4 based server. The server runs a specialized accounting and reporting application and Microsoft Exchange v5.5 e-mail system.

These systems were increasingly prone to failure due to the extended age of the hardware involved and, from a software and hardware point of view, reliability was increasingly becoming an issue. Griffiths Robertson were heavily reliant on their computer systems as all client details and accounts were held on the central server and calendar sharing was used by all partners through the use of Microsoft Exchange.

Solution

Griffiths Robertson turned to their IT partner, Bythorn Data Systems, to asses the situation and recommend a way forward. Griffiths Robertson still needed a client / server platform and had always been impressed with the functionality that Exchange server offered.

Bythorn Data Systems assessed Griffiths Robertson's computer system and made recommendations for improvements. Given the go ahead, it replaced the servers that were causing Griffiths Robertson's problems, and created a secure, reliable computer system based on Microsoft Windows Small Business Server 2003. The work took three days and had minimal impact on the running of the business.

Benefits

Total Reliability

Griffiths Robertson's staff now have total confidence in the company's computer system. Daily failures are a thing of the past, as are late nights spent catching up on lost work.

Remote Access

Partners in the company now have the option to securely access their company mail, calendars, shared information and even their own PCs in the office from their internet connected PC at home. With the Remote Web Workplace and Outlook Web Access services within Microsoft Windows Small Business Server 2003, secure connections can be established via a web browser from home.

Remote administration

Using the same Remote Web Workplace services Bythorn Data Systems can monitor, correct, upgrade and protect the server. If a support call is raised, Bythorn Data Systems support staff can connect securely to the server and all connected PCs remotely via the internet and fix problems in minutes rather than hours.

Shared information

Microsoft Windows Small Business Server 2003 created an internal website for sharing common information and documents. This was fully customized to meet Griffiths Robertson's requirements and is now used as a central point to publish the company newsletter, the office handbook and all relevant information needed by all members of staff.