Krekeler Strother Law Firm

MANAGED IT SERVICES REDUCES COSTLY DOWNTIME FOR LAW FIRM

Kathy Kelm
Office Administrator

Located in Madison, Wisconsin, Krekeler Strother is a law firm with a staff of 24. They focus primarily on bankruptcy law and other financial legal issues.

The law firm was struggling from an IT standpoint, as their computers and applications were frequently down during crucial times of the day when deadlines needed to be met. Krekeler Strother turned to Elevity for IT support to help resolve their technology issues. Elevity business analysts developed a custom solution for the law firm after meeting with them and assessing their needs.

"Support is friendly and knowledgeable, and techs respect your time and money. Any updates or necessary support are done when it's convenient for you."

This solution included a quick, seamless replacement of all computers and monitors, and 24/7 monitoring and support. Elevity also provided an application for the firm that allowed lawyers and other employees to work remotely, increasing productivity and collaboration. Back-ups, continuously running in the background have also increased the firm's security — an essential component for any business in the legal industry.

Krekeler Strother has enjoyed many benefits from Elevity's Managed IT Services, from reduced downtime to improved employee satisfaction. They are better equipped to work on client cases efficiently, and have the peace of mind that their computers will be up and running when they need them.

The Challenge

An unreliable computer system with frequent ineffective IT communication caused high technician turnover and overall frustration among employees. Downtime was expensive, and prevented lawyers from being able work efficiently.

The Solution

Transition previous computer networks to systems provided by **Elevity**'s Managed IT Services, to reduce costly downtime and employee frustration.

The Results

24/7 Help Desk support and efficient systems have significantly reduced downtime while increasing employee collaboration. Back-ups, continuously running in the background ensure valuable data and files will be safe and secure.