Law Firm Smith Knowles Embraces the Cloud and Gains Bottom-Line Results

Background:

Smith Knowles is a progressive law firm of 25 people located in Ogden, Utah. The firm delivers transactional and litigation counseling services and representation to businesses and individuals.

Challenge:

Smith Knowles was at a crossroads in terms of its infrastructure. It had its own IT set up consisting of five servers that ran its programs, housed all its software and stored its 1 million documents. This set-up came with a hefty invoice each month from a third-party IT management company. The firm faced the decision to either invest significant capital into upgrading or replacing its aging servers or to find another option.

Ben Brough, general manager for Smith Knowles explains, "We have always had hardware. That was the status quo and people in the office had to become hardware managers and deal with issues regarding processors, storage space on the servers, and upgrades to software packages, applications and operating systems when they arose. It was painful and expensive to keep all these things up to date."

Solution:

"In December of 2013, one of the attorneys in the firm discovered AirDesk Solutions, which provides cloud-based, office automation SaaS and IT services. In other words, it moves a company's business operations and applications to the cloud. This enables access to any application and software (even old, yet valuable, legacy systems) anywhere, any time.

"Some members of the firm were hesitant at first because it was a big change not having any servers or other IT hardware in the office," Brough said. "As soon as the skeptics experienced the true capabilities of transitioning all our business applications and programs to the cloud, their worries evaporated."

The members of the firm can now work from home, a client's site, on vacation and even from the courtroom as if they were sitting behind their own desk at the office. They are empowered with all the access and capabilities they would have in the office, but can work from any device.

"AirDesk even allows us to access apps on smart phones or tablets that were not originally designed to be accessed on a mobile device—that capability cannot be understated. We have no more servers, no more costly upgrades, no more down time. Pure freedom," he said.

Results:

Brough said the bottom line results were apparent from the start. Day-to-day operations and management have also improved for the law firm.

"It is very easy to bring on a new employee," Brough said. "Onboarding used to be a painful process. Now, it's a snap. A lot less time and money is spent getting new employees up and running and security is less of a concern because our information is housed in a highly secure data center."

Results were not only seen operationally, but also in massive savings in capital expenses and investments.

"By moving to the cloud, we've saved money and gained flexibility in ways we never imagined," he said. "We eliminated our third-party IT contract because all our programs and servers are handled by AirDesk. Beyond that, we were consistently allocating capital expenditures to refresh and update our server room. We were required to make a $100,000 investment every few years to update and upgrade the servers and other hardware. We don't do that anymore—those costs are simply gone."

AirDesk™ Solutions

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