



case study



INSURANCE LAW FIRM

CONFIDENTIAL CUSTOMER

Background

An industry-leading law firm turns to Next Perimeter after their previous managed service partner refused to live up to its contractual obligations. This award-winning insurance litigation law practice specializes in car accidents, premises liability, catastrophic injury, construction defect, municipal liability, and water mitigation, but IT was a different beast that their previous partner could not tame.

Services Rendered

- Managed IT services
- Managed VoIP
- Backup & Disaster Recovery

Company Size

53
employees

Region

**California
& Nevada**

Industry

Legal

Challenge

A law firm with 20 employees approached Next Perimeter after their out-of-state managed IT support partner failed to deliver the quality of service required to support the law firm's IT needs effectively.

Despite working with an outsourced IT provider, the firm continued to experience significant downtime, software and hardware failures, and instances where untested backups failed to restore critical files. Employees consistently experienced downtime caused by slow response times and a lack of proactive support from their old IT company.

The growing law firm was quickly running out of phone lines and in need of a cost-effective business phone system with modern features, such as automatic voicemail to email transcription. The last straw occurred when the law firm's phones were hacked and used to make \$9 million worth of fraudulent international calls, forcing the firm to negotiate with their phone service provider and pay thousands in telecom taxes.

The law firm knew it was time to partner with a local, U.S.-based, managed service provider that could deliver on their promise. Like every modern business, the law firm needed its IT environment to run like a well-oiled machine so they could focus on delivering clients value, not managing IT.

Solutions Provided

After listening to the long list of IT challenges the firm was experiencing daily, Next Perimeter completed a comprehensive IT assessment of their environment, processes, software, hardware, and business objectives. During the IT assessment, Next Perimeter identified the following solutions that would help the firm eliminate downtime, improve employee productivity, enhance security, and ensure business continuity:

- Proactive Managed IT Services with guaranteed onsite service-level agreements (SLAs), including unlimited help desk support, remote monitoring, maintenance, patch management, security services, and more.
- Update aging servers and implement network redundancies, including establishing a separate ISP internet failover.
- Standardize the core network stack with Ruckus wireless access points, Aruba switches, and a business class SonicWall firewall to eliminate connectivity issues and enhance network security.
- Migrate from AT&T's business phone solution to Next Perimeter's cloud-based managed VoIP service with a dedicated VoIP private branch exchange (PBX) hosted on a virtual server with separate IP schemes for superior call quality.
- Implement an image-based backup and disaster recovery solution with on-premise and off-site storage, daily backups of critical systems, testing, monitoring, reporting, and unlimited restoration services.
- Leverage managed endpoint security and security services to prevent data breaches or hackers from gaining access to the network.
- Optimize Office 365 to improve security, prevent data loss, and train employees on email encryption best-practices.



I cannot speak highly enough about the team at Next Perimeter. Their support, attention to detail, and response times are amazing. When I pick up the phone and dial their help desk, a tech always picks up in a few seconds. Our last IT company was a nightmare to deal with. Next Perimeter has been a breath of fresh air since we started working together four years ago.

From the CEO (Luy) to frontline support, the team is always honest, patient, and willing to go above and beyond. It may be unrealistic to want your IT team to be mind readers, but I have to say, these guys (and women) have a sixth sense when it comes to technology and people.

KYM T. | OFFICE ADMINISTRATOR
INSURANCE LAW PRACTICE



Results

Within seven days, Next Perimeter onboarded, trained, and enabled help desk support for every user. Managed endpoint protection and advanced spam filtering were rolled out across the organization within two weeks, eliminating 99% of spam and effectively mitigating inbound threats. Next Perimeter cut the number of support tickets by 82% within the first 90 days (compared to the average monthly tickets submitted to the client's previous IT support company).

The transition between business phone systems was seamless. Next Perimeter was able to acquire the new hardware, port every number, configure the PBX, and migrate every user to a secure cloud VoIP solution outside of normal business hours, with less than 10 minutes of downtime during the switch. Call quality improved substantially, and employees no longer worry about losing connection while speaking with clients.

Next Perimeter's managed backup and disaster recovery solution has enabled the client to experience 100% recoverability. In the last four years, the client has not experienced a data loss event from human error or otherwise, where the files could not be immediately recovered.

Before partnering with Next Perimeter, the law firm would be forced to send employees home for the day when downtime occurred. Today, when technology goes awry, Next Perimeter can bring a server back online in minutes and resolve 90% of IT-related issues in less than 30 minutes resulting in more productive employees, less downtime, and significant savings across the law firm's four locations.

With Next Perimeter' proactive managed IT services and responsive support, the client saved an estimated \$14,680 from downtime in the first year.



Let's Work Together



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About Us

As a leader in cloud-first cybersecurity and IT support, Next Perimeter protects businesses from modern threats, whether in the office or remote. Our Zero Trust architecture and SaaS posture management deliver a secure, optimized endpoint experience without the need for servers or office space.

Our SASE network as a service replaces traditional VPNs with an always-on, secure connection, ensuring high-speed, reliable network security across the globe. Specializing in holistic threat detection and response, we safeguard your digital assets with cutting-edge AI-powered solutions.