CUSTOMER SUCCESS STORY
Prominent New York City Law Firm

Delivering Next Generation Technical Support to 1,500 Attorneys, Legal and Financial Professionals Across Eight Offices

A prominent law firm based in New York City relies on a technology infrastructure that supports more than 900 lawyers and 1,500 people overall in eight offices located in the US, Europe and Asia. Its New York office plays an integral role in many cross-border transactions involving attorneys from a variety of practices who work closely with their colleagues from the firm's offices in Toronto, Washington, D.C., Europe and Asia.

The firm collaborates with clients to help them solve their most challenging legal problems and achieve their business goals around the world. Prior to implementing EasyVista, the firm utilized in-house developed systems to manage their IT infrastructure.

As the company expanded and evolved, it recognized the need for a scalable platform to effectively manage incident and problem management, as well as other issues and support requests.

THE CHALLENGE

On a daily basis, the firm's IT Support Services department manages approximately 350 calls and emails from attorneys and legal professionals. Support inquiries vary from questions related to the firm's document management system, Microsoft Office applications and mobile support, to infrastructure-related issues and projects.

It was important that the firm offer a central resource to resolve issues. A streamlined solution would provide attorneys and legal professionals with the ability to call, email or submit a request, and also allow the IT department to provide transparency and status from beginning to end.

BENEFITS

"Being a progressive organization, the firm understood the importance of automating their IT service management operations as well as the efficiencies and productivity gains that could be achieved.

Across many industries, EasyVista provides enterprise-level businesses with a central platform to unify the many different aspects of IT service and support management.

As a codeless, SaaS-based solution, EasyVista does not require the capital expense of a costly IT infrastructure. This savings is magnified when realized by organizations with a global presence."

The firm required a solution that could be readily accessible by their entire team, and be instrumental in improving the responsiveness and quality of the firm's overall IT support operations.

THE SOLUTION

The firm put together a 15-person team that evaluated five vendors recommended by industry analyst firm, Gartner. EasyVista was ultimately selected based on its functionality, data security, and comprehensive reporting capabilities.

EasyVista's robust solution has allowed the firm's IT organization to proactively and efficiently manage the Incidents, Requests and Problems aspects of their technology infrastructure, provide service management operations and deliver next-generation tech support worldwide.

By capturing the day-to-day activities logged by the IT Support Services team across all offices worldwide, EasyVista helps the firm identify trends and respond to the company's needs more efficiently. They now have more visibility into their service management operations and now offer more transparency through EasyVista's reports.

As a legal organization that handles sensitive information on a daily basis, the law firm needed its data to be encrypted. EasyVista worked with the firm to acknowledge these needs and provide data security.

Looking ahead, the firm will expand their implementation of EasyVista by integrating asset management, change management and knowledge management into their support processes.

KEY FEATURES

- Incident Management
- Problem Management
- Service Catalog
- CMDB
- Asset Management
- Change Management
- Self-Service/Service Catalog
- Mobility
- Knowledge Management
- Interoperability
- Asset Discovery
- Automated Business Rules
- Software Asset Management
- 100% Web Compliant

ABOUT EASYVISTA

EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. EasyVista's service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200 enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education,technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global company backed by leading venture capitalists, and traded as ALEZV:EN.

Learn more at www.easyvista.com