

TECHNOLOGY DEPLOYMENT IN LAW FIRMS

SUBJECT MATTER EXPERT

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Taylor Made Computer Solutions



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The company is one of the Solent region's largest IT support providers, we have built our position in the industry through exceptional customer service. Through our unique business culture we are able to attract and retain highly skilled individuals who provide 6 key products; IT Support, Hosting Solutions, Back up and Recovery, Outsourcing, Connectivity and Hosted Telephony.

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Q WILL SECURITY CONTINUE TO BE THE NUMBER ONE INITIATIVE AND PRIORITY WITHIN LAW FIRMS IN 2016?

Security is certainly going to remain one of the key considerations for any law firm. How big a priority it is against other priorities will depend on the quality of the underlying infrastructure the law firm has in place, and how robust policies and procedures are which govern IT security within the firm.

Q THE PRESSURE ON SPENDING IS SEEING FIRMS SWEAT EXISTING NATIVE TECHNOLOGY, FOR EXAMPLE OUTLOOK CALENDAR TO HANDLE DOCKETING. IS THIS A TREND YOU SEE CONTINUING?

This is not a trend I see continuing. Most firms have grown through the recent economic climate and have emerged stronger than they were when the downturn of 2008/09 hit. Some consolidation in the sector is clearly taking place, and whether firms are looking at remaining on premise with their infrastructure, or moving into a cloud/hosted environment, investment in the underlying IT and applications is taking place at a rate that shows firms are taking it seriously. This suggests that the age old adage that good IT infrastructure will help law firms grow through strong fee earning capabilities, is firmly in the objectives of most equity partners in firms.

Q THE SURVEY RESULTS INDICATE THAT LAW FIRMS ARE INCREASINGLY COMFORTABLE WITH SECURITY IN CLOUD-BASED STORAGE - WHAT OTHER AREAS IN TECHNOLOGY DO YOU SEE HAVING A SIMILAR MINDSET CHANGE IN LAW FIRMS OVER THE COMING 12 MONTHS?

Security is arguably at least as good if not better in many cloud environments than on premise infrastructures. Cloud can often get a bad press because of a small number of very focused attacks, often targeted at consumer cloud providers, which are wholly inappropriate for business use.

Many other applications are now used in the cloud by law firms, and whether they are hosted in big public cloud environments or elsewhere, it is now common to see such applications as case management, practice management and document management systems in cloud/hosted services. If these are architected in the right way, and integrated with other applications across the firm, a firm can achieve great flexibility and reliability from these services.

Q WHAT HAS BEEN THE BIGGEST IMPACT OF BYOD WITHIN TAYLOR MADE'S LAW FIRM CLIENTS?

Positive

- Flexibility for people to work on devices they know and can get the best from
- Portability and ease of working anywhere, anytime, and the ability to extend the working day
- Greater client engagement and ability to service client needs and generate fees

Issues

- Security issues, and breaches of otherwise secure systems
- Data breaches/loss
- Compatibility issues with applications

Q WHY DO YOU THINK THE ADOPTION RATES FOR VIRTUAL DESKTOP TECHNOLOGY IN LAW FIRMS HAS BEEN SO WEAK?

1. Mainly as a result of concerns around security, and due to the often high up-front costs to migrate complicated application integrations from on-premise infrastructure into hosted services.
2. Poor execution by many service providers.
3. Complicated pricing models for firms to scale up and down

Q HOW IMPORTANT DO YOUR CLIENTS REGARD RETAINING FLEXIBILITY IN THEIR IT ENVIRONMENTS?

Most think this is very important, but security and application integration are bigger issues. ●