making the case for

Managed IT Services

THE NEW NORM FOR SUCCESSFUL LAW FIRMS

SMARTSOURCE

TABLE OF CONTENTS

from **Technical Challenges**
to **Technical Success**

Before the pandemic, the legal industry was slow to adopt new technologies. They feared stepping out of the norm, and they lacked understanding of the latest technologies or the skills to implement them.

When the pandemic intensified and lockdowns were in full force, the legal industry, like many, was pressured to perform through the crisis. This meant finding the necessary technology to remotely work, communicate and collaborate while ensuring data management and security.

Recent studies have shown that since the pandemic, legal firms are investing more in technology. They are also seeking expertise from third-party resources to educate, fulfill and support their technical needs.

By leveraging technology, 91% of legal firms say that technology played an important role in helping them deliver client services. Nearly 80% saw an increase in productivity and client services, and 45% of law firms saw an increase in overall profitability.

Post-pandemic, using technology to support day-to-day activities has become the norm in the legal industry. Firms can even gain a competitive advantage by implementing a modern IT strategy, which can:

1. **Maximize productivity & invoiceable hours**, which means higher profitability. As with any other type of business, the goal is to not only help people and provide a necessary service but also to make as large a profit as is reasonable. This is why, according to a 2021 Wolters Kluwer Survey Report Titled *"Future Ready Lawyer,"* 82% of law firms said they will reach out to SaaS (Software-as-a-Service) providers for time tracking, billing, e-signature and document management solutions.

2. **Improve mobile communication & collaboration.** Investing in cloud-based collaboration and communication solutions to communicate with legal teams, clients and court officials will save time, effort and resources. More than 80% of law firms surveyed will invest in digital workspaces, allowing instant messaging, virtual meetings, file sharing, task management and much more.

why tech is the **New Norm** for the successful **Law Firm**

77%

of law firms will budget for third-party and/or managed service providers to offer expertise and guidance

3. **Enhancing security & maintaining compliance.** More than 67% of law firms will seek out 3rd-party specialists such as Managed Service Providers to educate, recommend and implement advanced endpoint and layered security for email and data storage. Backup & Disaster Recovery (BDR) also accompanies these security measures to ensure data is highly available and can be restored with low Return To Operations (RTO) if a cybersecurity breach or disaster were to occur.

4. **Third-party or outsourced resources.** Nearly 77% of law firms will budget for third-party and/or managed service providers (MSP) to offer expertise and guidance so the organization can meet its business objectives. The MSPs will be asked to educate and recommend everything from monitoring and management services, cloud-based solutions to hardware procurement. While many of the things that are offered by the MSP are universally applicable to any type of business, there are certain aspects and specialized services that are particularly helpful for a legal practice.

the **ROI**
of **Managed Services**

According to Gartner, network downtime can cost businesses an average of $5,600 per minute, or more than $300,000 per hour.

In addition, recent studies by IBM show that a single data breach in 2021 cost companies an average of $4.24 million, the highest average total cost in the 17-year history of its annual report.

That same study showed that remote work due to COVID-19 actually increased that average cost by another $1 million if that remote work was a factor in the breach.

These are big and startling numbers, but they're the reality of the cyber world we live in today. And considering the sensitive files and documents that many legal practices handle every day, any downtime or data breach could prove disastrous.

$4.24 million

the average cost of a single data breach in the United States in 2021, a new global record

Preparation and early detection are key to prevent these worst-case scenarios.

That leaves many firms and companies in the legal industry the choice to either build and finance an in-house team of IT experts, or to outsource those operations to a managed services provider (MSP).

While there are certain efficiencies and controls that companies can gain with an in-house team, MSPs are often better capable and equipped to reduce costs more efficiently because their team already has a wide range of resources and services in place to serve multiple clients and various situations.

Therefore, they can pass these economies of scale to your operations, while still giving you access to full-service, round-the-clock monitoring and support and a fully equipped team of professionals to manage your IT.

Outsourcing your IT department
It takes a broad range of IT experts to deliver high-performing IT capabilities, not just one technology person. Depending on your situation, it might make sense to outsource your IT functions to a managed services provider (MSP), rather than building and managing an in-house team.

Look for an industry leader that excels in IT solutions and support, who will tailor their services to fit your needs so you can stay focused on your core business.

Scalability and coverage
You need boots on the ground and warehouses located throughout North America that are ready to support your business, any time and in any location.

Technical knowledge and industry experience
Sound technical knowledge, deep industry experience and leadership are essential aspects of an IT partner. You need an expert team that sticks with you from planning to execution to ensure every detail is covered.

what to look for in a
Managed Services Partner

Advanced technology landscape
Consider a partner that has an expansive network of leading technology vendors that can help tackle any scenario and answer any need.

In addition, they should employ integrated solutions that proactively monitor and secure your IT environment using automation and artificial intelligent (AI) threat detection technology, backed up with a BDR solution that ensures the lowest recovery time objective (RTO) for your practice.

Unparalleled service & support
Your preferred partner should also offer a U.S.-based Network Operations Center (NOC) and Security Operations Center (SOC) that operate 24x7x365, monitoring critical infrastructure and re-sponding to any incidents.

SmartSource believes every organization deserves technology that works for them and not against them. That's why we apply an **Advise, Deliver and Manage** approach to help determine the most effective solution for your business.

We don't force you to use an off-the-shelf, cookie-cutter solution stack. We instead listen to you and create a customized plan that is based on your practice's unique business needs, regulatory requirements and current business applications.

From IT monitoring and management to security and threat protection and disaster recovery with 24x7 NOC and SOC support, we understand what's required for people, processes and technology to effectively interact so your organization's strategic goals can be met.

our approach to
Managed IT Services

a partner to the
Legal Industry

SmartSource is ready to become your outsourced IT solutions and trusted tech partner, helping you meet your business goals.

With deep expertise and specialization in the legal industry, we understand your unique needs and situations. We're committed to providing you with:

- A broad scope of managed IT services
- Cutting-edge solutions
- 24x7 network & security operations
- Rock-solid technical expertise
- Nationwide coverage
- Flexibility & scalability
- Service level agreements (SLAs)

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