



Case Study:

Town Legal

Firm Profile

Town Legal are a leading boutique planning law firm, founded in 2016 by some of the leading figures in the planning sector. Their diverse team is not only made up of lawyers, but former local government town planners and heritage consultants, which allows Town Legal to provide unique insight, understanding and perspective in relation to the challenges and issues that may arise from complex development proposals.

For four consecutive years, Town Legal has been ranked number 1 in Planning Magazine's annual survey of the most highly rated law firms. They are currently ranked in the top band for planning law teams in London by Chambers Directory and Legal 500, and in 2020, also won "Boutique Firm of the Year" in The Lawyer Awards.

Size

50 employees

Location

London/Nationwide

Key Applications

NetDocuments, Peppermint CX, Office 365

Services Provided

Microsoft Manage Desktop, Managed Endpoints, 24/7/365 Support and Strategic Consultancy

Well-established and cutting-edge firm, Town Legal, chose to move from a shared desktop to a laptop-centric model in order to increase agility and flexibility as the firm continues to expand.

The Requirement

As the contract with their incumbent came to an end, after being with them since their conception in 2016, Town Legal reviewed their business objectives and began to reassess what they required – and expected – from a Managed Service Provider.

Having grown from six to fifty employees in just five years, the firm recognised a need to implement a new desktop solution that provided them with increased mobility and flexibility, enabling their fee earners to work more efficiently, no matter the time or location, to provide a superior service to their clients.

Town Legal took the strategic decision to partner with a legal sector specialist who had the knowledge and expertise to fully support their business objectives of continued growth and improved user experience.

The Solution

Upon carrying out their due diligence and receiving glowing recommendations, Town Legal selected CTS who proposed a Microsoft Managed Desktop solution, combined with legal specialist 24/7/365 support and strategy consultancy service.

With CTS' Microsoft Managed Desktop solution, the reliance on a hosted desktop environment was removed, and all IT was managed through Town Legal's existing laptop estate. This allowed the firm to cut costs on licensing and infrastructure, reducing the platform complexity resulting in a better user experience. The legacy phone system was migrated into the Microsoft Teams platform resulting in a unified communication system for smooth and efficient collaboration across the entire firm, including the NEAT video conferencing system.

Furthermore, the firm was able to consolidate and optimise their existing Microsoft investments, such as their Microsoft 365 licenses, as well as take advantage of CTS' Managed 365 security solution, which ensured their ability to continue providing a secure, high-quality client service.

CTS also proposed 24/7/365 managed support, delivered by teams located in the UK and New Zealand, which was specifically shaped to the individual needs of the firm. This seamless solution gives end-users access to the support that they require, anytime, anywhere, 365 days a year. Town Legal also chose to leverage CTS' strategic consultancy services to optimise their IT environment in order to improve efficiency, productivity and accessibility both now and in the future.

Gavin Curtis, Head of Information Technology at Town Legal, says, "From the get-go, CTS worked closely with us to gain a real understanding of what we were wanting to achieve throughout our partnership, demonstrating that we were in the good hands of true legal experts. Our confidence was boosted further during our onboarding process, particularly during our migration to the new laptop-centric model, which was carefully planned and executed seamlessly, retaining total functionality and encouraging user adoption."

The Results

Having the support of CTS' 24/7 legal specialist service desk, who deliver regular maintenance, monitoring, remediation, helpdesk and emergency support, Town Legal's internal IT team have been freed up to work on more value-add projects, placing particular focus on solutions that help to underpin their strong client relationships. Their optimisation of NetDocuments as a user-friendly dataroom and client portal has enabled them to not only meet but exceed client expectations, giving the firm a strong competitive advantage.

Additionally, their adoption of Printix, a pioneering cloud-based printing solution, has further strengthened the agility of their ever-growing team by allowing end-users to print to the office, no matter their location.

"We chose CTS because they were able to demonstrate significant forward-thinking around IT solutions in the legal sector, including the ability to maintain a discipline in their service delivery that we require. CTS are much more than a provider but are a partner – an extension of our in-house IT team - and we are very excited to see the fruits of our collaboration over the next few years." Gavin concluded.

"CTS worked closely with us to gain a real understanding of what we were wanting to achieve throughout our partnership, demonstrating that we were in the good hands of true legal experts."

Gavin Curtis, Head of Information Technology at Town Legal



About CTS

CTS delivers IT services that transform the user experience and operational success of Law Firms and Barristers Chambers, both day-to-day and in the longer term. Unlike most IT firms, we understand the highly regulated nature and distinctive culture of the legal sector and their users.

Our experience and expertise allow us to create a tailored solution that will maximise the efficient use of fee earners' time, enhancing productivity and profitability. Our services have been uniquely shaped for law, maximising reputation and minimising risk for the clients we support including, Seddons Solicitors, Bott & Co, Taylor Rose MW and BTO Solicitors.



0345 872 4400



hello@cts.co.uk



www.cts.co.uk