

# CLIENT PROFILE

## KING PRIOR DELEGATES ALL THEIR IT NEEDS!!



With 2 offices and a growing business in the Kent area King Prior are focusing on the emerging HIP's services market. They have adapted the DPS conveyancing system and streamlined their operations to the point that all fee earners use the system themselves and save up to 2 hours per day. They have been providing on line access to information for clients, for just over a year, and this service has proved to be an over whelming success.

***"You have to consider that the IT is the backbone that the business is built on"***

One of the problems with dealing with business growth is the management of the IT infrastructure. Ron Prior, the managing partner of King Prior says, "You have to consider that the IT is the backbone that the business is built on, our staff all use computers and all our information is stored on them. We have more than one office and are looking to expand further; we need to be able to do it quickly, efficiently and at minimum cost.

When we started looking at 'joined up working' we found was that the IT involved is not easy, you need IT people not only to install it but to make sure that it keeps running efficiently. You have to keep it backed up, the back ups have to be tested, and you have to have some disaster recovery. We also found that to keep our best staff we had to start offering some home working and flexible access to information. The security involved in letting users remotely connect to do their job, only works when set up and maintained properly."

Ron continued, "We had to start looking at getting an IT person on board, and a quick survey of the job agencies showed me that this no simple task. I had never considered the fact that we never advertise for 'a lawyer', we actually look for Conveyancers, PI specialists, etc - IT is no different. Running our computers involves hardware, internet, software, database, Exchange and a whole host of knowledge. Finding one person do all that is not easy and certainly not cheap."

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"The other problem I had was that my computers were getting old and I needed to replace my servers anyway. Looking back over the years that I have used computers, replacing/updating computer hardware has been a never ending task, we are always

replacing them every 3 years or so. Now I know I should have got used to this by now and people will say, well you have to replace your car every so often so why balk at replacing the computers? Well no one ever told me I got nothing for my old car nor did they charge me huge amounts to transfer from one car to the other! The other realization was that the computers are nothing without the software and all I really wanted to do was use the software."

"The solution that DPS offered me was that they take all my software and run it on their computers, they take on the responsibility of the virus protection, spam filtering, security of access, backup and many other things that I now know I should have been doing but never did.

Did you know that if you have internet access in the office you have to have restrictions on certain types of download? I am sure that every lawyer will know that they are responsible for illegal downloads that are allowed on their computers. Did you also know that unless you restrict access for personal use you may be liable for employee benefits in kind and taxation for both the employee and the firm? So yes there were many things that arise that I needed managed and the DPS hosted solution offered me all of that."

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When I first looked at it as a fee versus what I was already paying it looked expensive, but when you balance it against the cost of the time involved in doing the job myself or having a 'super fee earner' do it, or employing an IT person, it is actually very cost effective. It costs me no more to have a home worker than someone in the office, in fact I can offer home working to any of my staff and since they can't work from home and the office simultaneously it makes no difference to my costs. I never realized before doing this how effective spam filters that are constantly updated are, the DPS spam filters are updated every hour or more depending on demand. This type of software would normally cost £8,000 to £9,000 to install and maintain but because I am using it as a service it is bundled into my overall package. The flexibility of the system is excellent, when we have a new starter they are loaded onto the email and all of our software for us, I just pay an additional monthly fee, if they leave I stop paying for them, it really is that easy. We have been using computers for years and now that this type of service is available it makes sense to concentrate on running the business. The down time when computers don't work is expensive and this solution minimizes down time."

Scott Ridley the technical director at DPS said, "We now have just over 200 users and 6 firms using our outsourced services. It is becoming increasingly popular as firms realize how much down time really costs".

Hosting means a firm can cover disaster recovery and business continuity simply and cost effectively. Insurance can replace the profits lost over weeks of down time but can never replace the business that you could lose in the same period. Some firms see all of this as an add-on to the main benefit, which they see as one monthly fee covering all of

their IT running expenses. They can get on with running their business and forget about worrying if they have the most up to date version of Word, Exchange, accounts, DPS or other software that they use. This is a bit like saying "Take all of my IT responsibilities and do it for me, I just want to concentrate on my core business"

DPS are a certified Citrix and Microsoft partner company and offer solutions for the hosting of all their own software and the software of 3<sup>rd</sup> party companies.

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