Tucker, Saltzman & Dyer, LLP Revolutionizes the Courtroom with TOSS® C³

"IT as a Utility is super helpful, before our attorneys used to have to pack a briefcase full of documents, now they just put their laptop or their iPad in their bag and go."

Susan Sawyer, Firm Administrator, Tucker, Saltzman & Dyer, LLP

Customer Profile

Company	Tucker, Saltzman & Dyer, LLP
Industry	Law
Location	Boston, MA
Website	www.tsd-lawfirm.com

Goals

- Provide Tucker, Saltzman & Dyer, LLP with the ability to work anywhere
- Remove in-house IT
- Provide a data backup and recovery system

Approach

- Moved Tucker, Saltzman & Dyer, LLP fully into the cloud with ITaaU®
- Provided anywhere access to their data with ITaaU® and MDM
- Provided a full back up and disaster recovery plan as part of ITaaU®

Results

- Tucker, Saltzman & Dyer, LLP now has complete remote access to its desktops and data
- Can access all of their data during deposition
- Removed the need to constantly upgrade equipment

Application Areas

- Cloud Conversion
- Disaster Recovery
- Remote Access

Company Profile

Tucker, Saltzman & Dyer, LLP is a litigation firm based in Boston serving clients throughout Massachusetts and Rhode Island. Partners Scott Tucker, Paul Saltzman and Jim Dyer lead a group of experienced and skilled trial lawyers representing clients in personal injury, commercial, insurance and employment matters.

> "You can work anywhere at any time, your only limitation is the speed at which you connect with the internet."
>
> Susan Sawyer,
> Firm Administrator,
> Tucker, Saltzman & Dyer, LLP

The Pains of In-house IT

Prior to moving to the cloud, Tucker, Saltzman & Dyer, LLP, a leading Boston litigation firm, was relying on their in-house IT. For Susan Sawyer, Firm Administrator for TSD, this meant two servers; one to handle all of their documents, another to handle their billing and case management applications. "In the beginning the servers ran perfectly because they were brand new, but over time small problems would pop-up," Susan explained. These "small problems" would add up, leading to companywide downtime and a loss of productivity while the problems were resolved. Susan realized that with aging servers and a growing firm it was time for a change, that's when she called TOSS.

Finding the Cloud

After speaking with the experts at TOSS, Susan quickly learned all about cloud computing and how IT as a Utility (ITaaU®) could remove many of the issues that they were experiencing with their current in-house setup. Once the decision was made to move to the cloud another problem came up, time. Tucker, Saltzman & Dyer, LLP was splitting the law firm and needed the cloud migration done as quickly as possible, during the holidays. TOSS worked with Susan to create a plan that worked for them and soon the migration was under way, "Really it was painless, we did the pre-planning, we knew exactly what was going on and what would happen each day as well as what we needed to do. When it came time to make the switch it was a thing of beauty." Susan could now sit back and enjoy the rest of the holidays while her firm entered into change.

Solutions at Work

Cloud Conversion

- ITaaU (IT as a Utility®)
- Mobile Device Management
- Time Matters Practice Management

A new sense of Security

A major pain point Susan explained to us, before her migration to the cloud was how difficult it used to be to retrieve lost documents or backups of data. “Documents are sometimes mistakenly deleted or written over, people make mistakes and there are occasions where somebody may be working on a document and they save over an existing document. In the pre-cloud days, or if you weren’t backing up digitally, say you were backing up to a tape the process of restoring that document could take hours or days.” This is a problem TOSS has addressed with ITaaU, retrieving lost or corrupt data is easier than ever as Susan goes on to explain, “In this cloud environment it is a matter of minutes to restore a document. It takes longer to type up the email to send to support asking to restore the document than it does to restore the document itself.” With this new level of security and assurance Susan as well as the rest of Tucker, Saltzman & Dyer, LLP can rest easy, knowing that their data is backed up daily, and is instantly recoverable if a disaster were to occur resulting in any lost data.

Reaping the Benefits

Now with ITaaU® Tucker, Saltzman & Dyer, LLP is truly experiencing the power of the cloud, “There are no issues with viruses or any issues with programs. My users don’t have to deal with the constant need for updates anymore, which is great,” Susan told us. Along with this simplicity TSD is also enjoying one of the clouds top benefits, “The single best thing about IT as a Utility is being able to work anywhere,” Susan went on to explain how useful this is to them as a law firm, “Our attorneys are frequently out on deposition or out of the office on various other activities. It is super helpful, before they used to have to pack a briefcase full of documents, now they just put their laptop or their iPad in their bag and go.” By utilizing IT as a Utility’s unparalleled accessibility, speed and security; Tucker, Saltzman & Dyer is now revolutionizing the courtroom with TOSS® C3.

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