

# CASE STUDY

## PARTNERING WITH A FULL-SERVICE LAW FIRM ON ITS DIGITAL TRANSFORMATION SINCE JULY 2020



BUSINESS I.T. SOLUTIONS



**Poe Kiely  
Hogan Lanigan  
Solicitors**

### CLIENT OVERVIEW

Poe Kiely Hogan Lanigan Solicitors, based in Kilkenny City, is one of the largest legal practices in the South East of Ireland and, over the course of its almost 100 year history, has developed a reputation for a proactive and practical approach to law.

Though the firm is particularly recognised for its expertise in the medical negligence, surrogacy, and renewable energy fields, they also offer the full suite of legal services to their clients based both in the South East and nationwide.

### CHALLENGES

It was very important for Poe Kiely Hogan Lanigan (PKHL) to embrace all facets of new technology that emerged following the Covid-19 pandemic so that they could enhance their operational efficiency, improve client services, attract new talent, more easily acquire other firms to drive growth and stay competitive in the legal sector.

PKHL was looking to replace ageing backend infrastructure and further their use of cloud technologies. This included moving to a Microsoft Teams hosted voice solution, migrating servers off-site into a cloud environment, and also implement and maintain a high level security posture.

ICT is critical to their business, so they wanted to build in reliable and scalable solutions across all areas of the business. But in doing so, they needed to ensure that they were able to continue to deliver services at their usual high standards to their clients – so disruption to any services that they offer was simply not an option.

### WHY CHOOSE BITS?

Having conducted extensive research, PKHL chose BITS as their ICT partner because BITS have many years of experience and had demonstrated their ability to help clients such as PKHL to become industry leaders.

BITS have a proven track record; they offer comprehensive services across the whole ICT spectrum, and they were able to tailor their offering to PKHL's specific needs – a factor crucial in PKHL's choice of ICT partner.

### HOW BITS HELPED

The BITS solution included the following:

- Alignment of ICT strategy with overall business objectives

### PROFILE

#### ORGANISATION

Poe Kiely Hogan  
Lanigan Solicitors

#### LOCATION

Kilkenny City

#### SECTOR

Legal

## HOW BITS HELPED (cont.)

- New Local Area Network (LAN) to replace an existing network that had reached its end of life (EOL).
- Implementation of a primary and secondary fibre line to provide a high-speed connection and redundancy between the premises and the internet.
- Reliable Wi-Fi solution
- Working in partnership with the preferred Cloud-based Case Management System provider
- Embrace of Microsoft Teams– including the elimination of the existing PBX/Voice system and its replacement with seamless, user-friendly voice and video conferencing communications using softphones.
- Improved and more secure ICT working environment for all including remote users
- Proactive support for critical network components and to users – including working directly with 3<sup>rd</sup> party providers such as Keyhouse
- Modernisation of the complete PC and Laptop estate.

## THE BENEFITS

- PKHL now has a higher speed, more secure, reliable and scalable ICT infrastructure which is now also aligned with the overall objectives of the business.
- They also now have built-in contingency plans that were previously lacking, have better enabled their remote workforce, and have increased their overall security posture with a view to maintaining it at this level.
- PKHL now has support from BITS across all facets of their ICT environment. This has empowered PKHL with a greater understanding of their ICT environment and has provided them with a roadmap to stay ahead in this ever-changing space.

*“All the various changes to our systems were carried out by BITS, without interruption to our services.*

*We were highly impressed by the collaboration between BITS, our IT coordinator Nicole Lawlor, and our internal management team, as well as their coordination with our other partners and suppliers across the business, such as Line of Business (LOB) software partners.*

*BITS truly acts as a trusted ICT partner to Poe Kiely Hogan Lanigan providing ongoing support and advice.*

*Our overall experience with BITS has been very positive, and we continue to build our relationship with Paul and the BITS Team as we progress on our ICT journey.”*

**Padraig Doheny, Practice Manager, Poe Kiely Hogan Lanigan Solicitors**

## BENEFITS

### CONNECTIVITY

High speed connectivity within premises and to public fibre optic network

### SECURITY

Enhanced data & network security including to remote-work sites.

### INFRASTRUCTURE

Robust and future-proofed ICT infrastructure including built-in contingency plans.

### RELIABILITY

Successful migration on time and without causing any disruption to provision of services.