

Sagiss “Doing Things Right” in Supporting a Law Firm

The Dallas-based law firm of Underwood, Perkins & Ralston initially supported its technology needs with an on-staff information technology director. But as the firm grew to more than 50 employee workstations, multiple BlackBerry devices and a network of servers to support, the scope and challenge was more than one individual could handle. So the firm’s Chief Executive Officer, William J. Underwood, Jr., decided to find an outside partner to support the firm’s information technology needs.

While the first IT firm he hired did a good job initially, Underwood eventually felt that the company had stopped providing the level of service and responsiveness necessary to prevent any downtime that could negatively affect the firm’s business.

“The problem was they grew, and then they didn’t have enough knowledgeable personnel to provide adequate service to us,” he says. “They sent service technicians to help us who didn’t know what they were doing. They didn’t mind their business – or our business, and we lost a lot in terms of productivity as a result.”

So, Underwood began looking for a new technology firm. Through a business associate’s recommendation, he found Sagiss.

“Sagiss came in and started maintaining our systems, and little by little added new things we didn’t have with the prior group. Over time, a lot has changed, and our systems work much better now,” says Underwood.

Today, Sagiss monitors the law firm’s servers and workstations remotely, catching and repairing any issues before they have a chance to cause bigger problems. Additionally, Sagiss provides prompt computer and BlackBerry support, responding to individual users’ requests received by phone or through an on-screen support icon placed right on the users’ computer device. Sagiss also offers a 24/7 help desk option to ensure that the busy attorneys and staff have access for after-hours support if needed.

On Point Knowledge and Responsiveness

Overall, Underwood has been happy with the quality of service Sagiss provides.

“The biggest thing is: they respond. Most of the work they are able to do remotely, but when they can’t, they respond on site quickly. While we’d like them here instantaneously, we recognize this is ‘somewhat’ unreasonable, and the truth is they get to our office with alacrity,” he says. “Further, when Sagiss responds, they know what they’re doing. To me, that’s critical. Your IT provider has to know all about your system, and Sagiss does. They’re head and shoulders above the last guys we used.”

Underwood affirms, “I have been very satisfied with Sagiss’ knowledge and service levels and have recommended the company to peers.”

“Sagiss runs a pretty good ship. In this day and age, everything revolves around computers,” he notes. “If a server goes down, everything comes to a screeching halt. Our computers can’t be down. They just can’t be. There’s a very small margin for error, and Sagiss has been within that margin without a problem. They’re doing things right.”

About Sagiss

At Sagiss, we’re IT experts with business sense. Since 1992, Sagiss has provided peace of mind in technology for Dallas-Fort Worth businesses. Through expert planning, management and support, Sagiss is your trusted IT partner. From strategy and maintenance to around-the-clock response, Sagiss keeps your network safe, efficient and effective. Our goal: to boost your growth and productivity with smart, hassle-free IT solutions.

For information, please visit www.sagiss.com or call 214.276.5976.