

# Case Study

## Hosted Desktop Solution

Nationally-recognized Law Firm  
Replaces Outdated Technology to Help  
Grow Practice

## Business Challenges

Crabtree, Carpenter & Connolly, PLLC (CC&C) was in need of a network overhaul. Running an outdated Novel network was hindering their ability to attract quality attorneys and grow their practice. CC&C had several issues with their current IT solution:

- No in-house IT expertise – they were paying high hourly rates to an IT consulting firm that was not meeting their needs.
- No remote access to their e-mail, data and applications - employees were often strapped to their office workstations late into the night and on weekends.
- No end-user support - employees faced delays in completing assignments because of technology issues.
- Word Perfect incompatibility - employees had to convert their Word Perfect documents to Word.

In order to build out the desired network solution, CC&C was facing large capital investments in infrastructure purchases and Microsoft software licensing. They knew they didn't want to continue with the cost and frustration of using an IT consulting firm, so they were also looking at upfront and ongoing expenses to hire in-house IT expertise.

## Solution

CC&C decided to forego building out an expensive on-site network and chose to implement Trapp Technology's hosted Windows desktop solution. Trapp Technology provides CC&C with an enterprise-class network and the updated IT solutions they required, while eliminating the high-cost and aggravation of deploying and managing an in-house solution.

## Benefits

No capital investments in infrastructure, server licenses or Microsoft software – CC&C has an up-to-date IT solution for an affordable monthly fee.

- Award-winning security solution built in to protect data and prevent network vulnerabilities – client privileged information secure.
- Microsoft Office Standard Edition on every employee desktop (Word, Excel, PowerPoint, Outlook) – no more converting Word Perfect documents.
- Remote access to office desktop from any Internet connection – e-mail, applications, data, and corporate file structure.
- Fully-managed IT network including upgrades, updates, patches, system maintenance, and IT consulting services – no need for in-house IT or IT consulting firm, and no need to worry about technology becoming out-dated.

## Background Information

### COMPANY

Crabtree, Carpenter & Connolly, PLLC

### INDUSTRY

Law

### PROFILE

CC&C is an established law firm providing representation to injured individuals and families, and legal expertise in business and commercial matters since 1982.

### CUSTOMER FEEDBACK

"Trapp Technology gave our firm the up-to-date IT solution we needed to grow our practice and protect our sensitive client privileged information. Because we trust Trapp Technology with running our IT, we're able to focus our business efforts on taking care of our clients' legal matters."

Helen Cronin  
Firm Administrator  
Crabtree, Carpenter & Connolly



CRABTREE, CARPENTER & CONNOLLY, PLLC  
ATTORNEYS AT LAW