

TOSHIBA

SUCCESS STORY

Serving in criminal, civil law and conveyancing, Aulich were in need of a technology partner that understood the business and provided uniformity.

Customer: Aulich
Country: Australia
Industry: Law



THE CLIENT

Running a successful legal practice requires not only great lawyers, but highly efficient operational support. Reliable, cost-effective, secure and auditable management of confidential information – in digital or printed format, is at the heart of a business that is built on documentation and communication.

Aulich is based in Canberra, and comprises of Aulich Criminal Law, Canberra’s leading criminal law practice, Aulich Civil Law and Aulich Property Law. The three law firms share an office and all IT, telephone and printing systems. Their previous systems were old and supplied by three different providers, none of whom had local support.

THE CHALLENGE

Aulich’s administrative team explains; “With three busy law firms under one roof, we have to ensure that we have the highest levels of technology support. We just weren’t getting that from our previous providers. We were using three different companies for IT, telephone and printing, and none of them had a support team locally based here in Canberra. We had to pay to get their people in from Sydney every time we needed help – and even then, they just made quick fixes, so we really weren’t getting the best from our systems”.

A discussion with Goran Josifovski of Toshiba opened the possibility of change. “Goran explained that Toshiba thought they might be able to help us, with new IT and printing technology”, says the administrative team, “and a local support team in Canberra. He offered us a full assessment of our technology needs and the best way to address them.”

The IT Audit Discovery Process was led by Gavin Payne, a Technology Solutions Consultant with Toshiba. “The Discovery Process took an in-depth look at Aulich’s systems, including server loading, processor age, internet speed, crypto lockers defences, documentation, disaster recovery and warranty”, he explains. “The output was a set of business and systems risks, in a prioritised ‘traffic light’ report.”

“With three law firms under the one roof, I had to ensure the highest levels of technology support”

- Aulich’s Administrative Team



THE SOLUTION

“The aim of the Discovery Process,” says Goran, “is to look at what an organisation has in place, and find scope to improve. We define what they need to keep the business running, and then look for functionality gaps and/or opportunities to reduce costs. We’re aiming to find efficiency gains – whether by reducing their spend, or by offering more within the existing budget.”

“It’s a process where we can really get to know a business and, importantly, build a relationship of trust. The outcome is often an approach to technology that is far better aligned with the overall business strategy. We see a lot of organisations that are very reactive, and this process helps them realise that technology can be proactive and strategic.”

Aulich saw scope for service improvement and savings and asked Toshiba for a proposal to deliver them. Toshiba’s approach was to standardise into a single ‘Toshiba One’ service.

“Most legal firms deal with multiple vendors across a range of line items – phone, server, backup infrastructure, desktop PCs and printers,” explains Goran. “The beauty of the Toshiba One complete business solution is that we can offer an end to end managed service. We were able to offer Ben Aulich a single provider, a single contractual leasing framework and single set of support parameters.”

The Toshiba One solution included managing the switch-over of contracts, the return of all equipment to the previous supplier, installation and onsite support as the Aulich team got to know the new systems.

“The administrative team was adamant that their legal team were too valuable to be impacted by a technology change”, says Goran, “so we planned the installation to take place out of hours. We did the setup and preparation work remotely, started the onsite installation on Friday night and worked through to Sunday to complete it in time for the new working week.”

THE RESULT

The local Toshiba Canberra technical team who installed the new technology now provide ongoing on-site support – although so far, none has been necessary as the new equipment is very reliable and easy to use. As it is provided on a rental basis, the firm is confident that once it is superseded, replacing it with newer models will be simple and hassle-free. Toshiba will simply take out the old and replace it with new.

“Having a strong technology partner is so important to us”, summarises the administrative team. “It means that we don’t have to employ someone in-house, yet we know we have the technology and support we need to help our lawyers, paralegals, administration and reception staff keep the business running smoothly, and cost-efficiently. Working with Toshiba has made our lives so much easier. We are so glad we switched – it was a great decision”.

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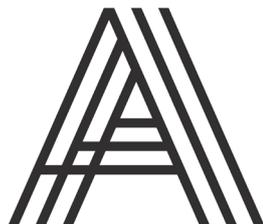
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