

“My business is growing. My stress levels are down. My IT expenses are finally under control. My customers are happy with the performance of my systems and responsiveness of my staff. I should’ve called IT MAX Group sooner.”



Keith Shindler
ShindlerLaw, Ltd

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“If I owe you a pound, I have a problem; but if I owe you a million, the problem is yours.”

— John M. Keynes

“We’ll see about that.”

— Keith Shindler

Since 1994, ShindlerLaw has taken problems of unpaid debt very seriously. The team represents creditors ranging from hospitals to credit card issuers to utilities, providing them with powerful legal representation necessary for effective collections and debt recovery. With a seasoned staff and processes honed over a decade and a half of successful service, ShindlerLaw prides itself of its competence. Yet having grown his practice from nothing to one of the largest collection attorney groups in Illinois, Keith Shindler knows competence alone didn’t get him there. “It’s about focus, it’s about experience, but above all it’s about relationships,” offers Shindler. “In our industry, we must take our clients every step of the way from setting recovery goals together to ensuring visibility into our processes to timely updates on how we’re doing. These are the right things to do, but they take a lot of time. And boy was I short for time...”

Too Many Hats

Although ShindlerLaw had used IT contractors before for major projects like deploying its first network or installing application and file servers, the company never partnered with an organization to take care of day-to-day IT management needs. “We interviewed several vendors over the years, but their offerings always seemed like an overkill for a 30-person office like mine,”

remembers Shindler. “Needless to say, most IT projects and small emergencies ended up on my lap.”

And IT projects and small emergencies there were a few. As the company quickly outgrew its original office network, its new setup consisted of a variety of small routers strung together in a series. As a result, any network problem sent attorneys on a wild goose chase of trying to figure out where the cause might be. The company’s two original servers were overpowered by the new state-of-the-art collections software package it installed, causing the application to run slowly and crash. ShindlerLaw’s email system was an outdated POP3 client, which didn’t allow for calendar sharing and had a limit of just 100mb per inbox, leading to valuable customer communications getting lost or bounced back. The list went on and on, sapping productivity and requiring an ever-growing time investment from Shindler and his team. Meanwhile, important new clients required 100 percent availability, quick response times and documented assurances that the company’s IT systems were top notch. “Many of our clients require periodic audits of our systems and processes to ensure that we meet their internal and external standards for security, record keeping and business continuity. We always have, but the cost of this compliance in my team’s time alone was quickly getting out of hand.”

One day, a friend at a small financial services firm recommended that ShindlerLaw call his IT MAX Group consultant to talk about some options. As it became clear after a brief talk, doing things the old way wasn’t one of them.

SERVICES AND TECHNOLOGIES DEPLOYED

- IT MAX Support remote and onsite hardware management
- Office network remotely managed by IT MAX Group
- Offsite data backup
- Web content filtering solution
- Microsoft Exchange

BENEFITS

- Provided complete audit support for the practice's collection agency clients
- Boosted staff productivity with web content filtering solution
- Implemented a strong disaster recovery program to gain compliance with client and regulatory mandates

The IT MAX Group Solution

IT MAX Group started with things that directly impacted the firm's operations. The maze of small routers and cables was replaced with a single network switch that was faster and could be managed remotely by IT MAX staff. The limited POP3 email service was abandoned in favor of a Microsoft Exchange system that allowed ShindlerLaw associates to easily synchronize contacts and calendars, and to ensure that no client communication was lost due to email service limitations. The company's several outdated application and file servers were replaced with a single more powerful machine that was quicker and more stable. These improvements alone made a huge difference in ShindlerLaw's operations. "It was night and day," remembers Shindler. "All of these changes coincided with us moving to a new office — and it almost felt like we simply left our IT troubles behind."

Once all office infrastructure worked well, IT MAX Group established flat-fee support agreements called IT MAX Support for ShindlerLaw's servers and work stations. Now, instead of calling each other for IT help, any employee can simply submit a support request online or via email — and the trouble ticket is instantly assigned to an IT MAX consultant. "I absolutely love this feature," said Shindler. "I can log in at any time during the day and see what tickets are outstanding, who they are assigned to and what the status is on each. Most of all, I love that none are assigned to me!"

After ensuring that ShindlerLaw's IT systems were no longer a hindrance to the firm's operations, an IT MAX consultant conducted a technology review session that concentrated on potential IT solutions to what were identified as challenges in the company's day-to-day operations. As a result, systems like offsite data backup, a new firewall, remote access and web content filtering were implemented to boost productivity at the office and reduce the firm's exposure to data losses and regulatory compliance issues. "The principal difference with IT MAX Group's approach is that they look at my business rather than just my systems to suggest solutions. Why none of my previous IT contractors suggested a web content filtering system to stop non-work related Internet browsing simply eludes me," remembers Shindler.

Finally, IT MAX Group took on the time-consuming task of dealing with periodic technology audits that ShindlerLaw needed to pass. Extensive documentation of the firm's IT infrastructure, security policies and processes was created to simplify compliance, and a dedicated IT MAX Group consultant was made available to provide audit support. "Believe it or not, but some part of me used to dread signing new clients," recalls Shindler. "I knew I would have to spend says on the phone with them explaining what IT systems and security measures I had. Now I just give them IT MAX Group's number and move on to doing what I do best."



www.itmaxgroup.com
Ph: 1 888 77 ITMAX
Fax: 1 847 626 9615
info@itmaxgroup.com

About ITMAX Group

In business for over 10 years, ITMAX Group provides IT support and services to small businesses in Chicagoland. We have helped many companies like yours to stabilize IT budgets, increase productivity and eliminate technology headaches. Spend your time doing what you do best — and let us do the same for your business.