



***“In effect, Tikit has become Dickinson Manser’s outsourced IT department. We developed a partnership with them based on shared trust. They did everything we asked and more.”***

Jean Kendrick, Office Manager,  
Dickinson Manser

Client: Dickinson Manser

## **Tikit implements fully managed networking solution**

***There are few organisations that will not benefit from an IT infrastructure refresh, but particularly so within law firms. Today’s firms are very competitive with unprecedented pressures - such as rapidly responding to client demands, not having sufficient time, yet having to fully maximise on their personal productivity.***

Dickinson Manser recognised that the need for a stable and functionally able IT platform is paramount. Even though the firm had an existing computer network, it was both dated and lacking much of the functionality required. It was important for the firm to automate its processes, better manage its documents and provide convenient access to critical applications so lawyers can improve efficiency, productivity, responsiveness and client focus.

Alongside this, the firm was struggling internally in the management of its IT which was resulting in increased fire fighting. This stemmed from an increase in the number of applications which lacked collaboration, yet the demands on lawyers was rapidly increasing in line with the firm’s growth.

Accordingly, the firm rethought its traditional approach in favour of outsourcing the entire operation, to benefit from a more streamlined and efficient service. With solid experience in providing continuous support to law firms, Tikit was well placed in helping Dickinson Manser maximise their investment in IT.

Tikit embarked on a project to implement a customised ‘technology refresh’ program and to provide a fully managed, end to end solution that is developed and delivered to meet Dickinson Manser’s specific requirements.

### **The solution**

Two external consultants were brought in specifically for the project initiation, who selected Tikit as the ideal supplier for the firm. Not only were Tikit’s capabilities in line with Dickinson Manser’s expectations, but the significant breadth and experience of working within law firms provided the peace of mind that Dickinson Manser needed.

As an initial phase, Tikit’s approach was to bring Dickinson Manser to a more advanced operating level and provide a stable working environment for all users.

Based on this, the immediate recommendation was for a migration from a Novell Platform (GroupWise) to a Microsoft Exchange 2003 server Platform. Tikit’s understanding of the legal market, was pivotal in ensuring that the firm’s IT was

## **About Tikit**

Tikit is the leading independent provider of IT consultancy, services and software to legal and accounting firms. Tikit’s clients in the UK, Europe and the United States include more than 90 of the UK’s top 100 law firms, 20 of the top 50 US law firms and 18 of the top 50 UK accountancy firms. Headquartered in London – and listed on the London Stock Exchange (AIM:TIK) – Tikit combines in-depth knowledge of the business needs of legal and accounting firms with a unique capability to plan, implement, integrate and support virtually all of the IT requirements of a modern legal or accounting practice.

Learn more at [www.tikit.com](http://www.tikit.com)

## **Tikit implements customised technology refresh and provides fully managed networking solution – continued**

technologically suited for the industry specific requirements of a successful law firm. This expertise has led to a thorough understanding of the issues firms face and the importance of having a streamlined and consolidated base. Thus, providing a solid IT foundation for Dickinson Manser to build from, and further extend its capabilities in the future.

### **The process**

Tikit suggested that all PC users have systems of a comparable configuration and specification. This created reliable and up to date technology, with a stable, standardised and resilient environment.

Tikit's direct focus was to then build a highly efficient and reliable core infrastructure to support the firm. This, coupled with the migration to Microsoft provided the most technically sound platform for Dickinson Manser to work from. All hardware where applicable, was upgraded to ensure that the firm could benefit from the latest technology, and in turn, increase efficiency and productivity.

With e-mail becoming a critical tool for communications, the firm was experiencing ongoing downtime, of which the effects were substantial. Client communications were being delayed, productivity was suffering and there were overall frustrations with its dependency. To solve this, an outsourced e-mail management system was put in place. This was a comprehensive e-mail security system from Star, and powered by MessageLabs Content Filtering. A reliable, resilient and secure solution for the firm, together with web based anti-virus and anti-spam filtering was provided.

The newly implemented infrastructure was successfully completed, which consisted of 75 user upgrades and floor walkers available to ensure the firm was up to speed. Tikit marshalled all elements of the solution together into a cohesive whole, under the on-going control of its project management team and working in close partnership with Dickinson Manser.

### **The results**

Lawyers are now able to work from a consistently reliable system with a uniformed approach across the firm. The delivery of a comprehensive and integrated security solution has further helped Dickinson Manser, with a secure and available network - ensuring business continuity, maintaining client confidentiality and reducing operating costs. Going forward, the firm is protected against potential data loss, security breaches and viruses through regular housekeeping such as backing up files, password routines and system logs.

Tikit's design and implementation has given immense confidence to the firm in the use of technology. Consequently, the firm has significantly raised the quality of its client service, through more professional and rapid communications. This has been facilitated by the improved e-mail system, which has brought greater reliability and less restriction for lawyers when dealing with clients.

One of the major benefits of the project is the IT outsourcing. Tikit's capabilities include full remote support of all the firm's file servers and Tikit is fully equipped to provide first, second and third line support of all users PCs in Poole and Broadstone. Not only does this ensure relevant skills are available when required, but Tikit is fully responsible of the day to day running of the IT operation, ensuring that the service is reliable and functioning to the highest expectations - providing complete confidence for Dickinson Manser.

*"From an operational perspective, Tikit provided more than an infrastructure 'refresh'. We wanted to improve our working practices, have a standardised and consolidated infrastructure in place and be technologically efficient and able; Tikit has surpassed our vision for a fully robust and extendable IT platform."*

Jean Kendrick, Office Manager,  
Dickinson Manser

### **About Dickinson Manser**

Based in the heart of Poole & Broadstone, Dorset - Dickinson Manser is one of the largest law firms in the area and advises on all legal issues for businesses and private clients. The firm has been providing tried and trusted advice to local businesses and individuals for over 150 years. The cornerstone of its success has always been its philosophy that treats every client as being important and deserving of personal, value for money, but quality service.

**For further information about any of Tikit's solutions, services or products, please contact:**

**T: +44 (0) 20 7400 3737**

**E: [marketing@tikit.com](mailto:marketing@tikit.com)**

**[www.tikit.com](http://www.tikit.com)**

Tikit, 12 Gough Square,  
London EC4A 3DW

**T: +44 (0) 20 7400 3737 (London)**

**T: +33 (0) 15 560 1850 (Paris)**

**T: +34 (0) 91 185 9750 (Madrid)**

**T: +1 312 396 4040 (Chicago)**