Case Study: How Track Right saves FAL Lawyers $20k every year

Francis Abourizk Lightowlers is a boutique law firm facing a common challenge: resource allocation

Francis Abourizk Lightowlers (FAL) is a Melbourne based law firm specialising in technology commercialisation. Since the company started operating in 1993 they have further developed their expertise in intellectual property, multimedia and licensing. Their success has seen them double their workforce to 20 full time staff and establish a satellite office in New Zealand. However, in the early stages of growth FAL were tackling a problem common to many businesses: resource allocation. FAL had to determine how to best assign limited resources to provide high quality service to their customers while also managing the day-to-day needs of running of the business. FAL knew that their operations and reputation would depend on reliable and secure technology systems.

FAL's staff needed to focus on their core business of providing quality legal advice, not juggling IT issues and maintenance

As is typical in small businesses, an FAL staff member in an administration role was managing the company's technology. The staff member was full time but technology was only part of their role along with other client service and support functions. There were several issues inherent in a multi-function role: since only one person was responsible for the company's technology there were dependency risks; prioritisation challenges arouse when technology issues occurred at the same time as client requirements; the need to anticipate and support the company's changing technology needs during growth cycles while maintaining systems' integrity.

FAL recognised that in order to achieve the commercial success they were striving for they would need all staff to focus on providing quality service to clients. Using a member of their customer support administration team for technology management was not the most efficient or effective use of company resources.

Track Right understood the IT requirements to support FAL's existing and emerging technology needs

FAL founding partner, Jenni Lightowlers had met one of the directors of Track Right through their work at CSIRO. The team at Track Right were successfully supporting businesses similar to FAL so they understood the infrastructure and security requirements to support the law firm's existing and emerging technology needs. And once the cost savings were known to FAL, the decision to engage Track Right was simple.

FAL decided to use Track Right for full system support, which includes an integrated monitoring system that detects unusual activity and automatically alerts the Track Right support team. Track Right also provides business continuance, firstly by having a customised back-up regime, and secondly with comprehensive disaster recovery plans.

Track Right have successfully managed FAL's infrastructure since 1997 and continue to provide excellent service

Since engaging Track Right since 1997 for their IT support, FAL have net savings over $20,000 each year. Track Right continuously monitors and manages FAL's IT systems remotely with the aim of preventing problems before they occur, not just reacting to them. Importantly, Track Right have supported FAL's expansion while enabling the company to maintain its focus on excellence in legal advice.

FAL's Jenni Lightowlers says, "From day one, Track Right have had a sound understanding of our business technology needs. We have experienced first-hand how their proactive management helps avoids nasty tech problems that would have otherwise costs us time and money."

"We have total confidence in Track Right's reliability and their responsive customer service, which is why we have been pleased to recommend them to our clients and other businesses."

To find out how Track Right can save your business money or for more information on the services we offer, talk to us today.

Case study highlights:

- FAL was facing the problem of dividing its limited resources between servicing its clients and managing IT.

- There were inherent dependency risks in relying on one in-house staff member to manage IT as part of their admin role, especially as the company was experiencing growth.

- Track Right implemented systems to manage FAL's existing and emerging technology needs.

- Track Right's full system support automatically detects and prevents problems before they occur.

- FAL have realised the benefits in engaging Track Right: the company is able to focus on excellence in legal advice.