



NEW IT STRATEGY FOR GROWING LEGAL FIRM

BOND ADAMS LLP SOLICITORS

📍 bondadams.com

👤 Approx. 25 users

Head office in Leicester, with additional offices in Birmingham, Nottingham and London.

The Client

Bond Adams Solicitors LLP is a full service, specialist dispute resolution and property law firm, which prides itself on delivering highly reputable and cost-effective legal services. CQS and Lexcel accredited, the company has also achieved the Silver Investors in People standard. As a former partner of a leading UK Legal 500 law firm, Senior Partner, Rafique Patel and Bond Adams leadership team are committed to delivering a quality service underpinned by its investment in technology.

Key Outcomes

- ✓ IT strategy aligned with business objectives
- ✓ Proactive advice to ensure IT is future-proofed & adds value to operations
- ✓ Access to remote & onsite IT Support for end users
- ✓ Reduced risk of cyber-attack through comprehensive cyber security package
- ✓ Ongoing staff awareness of latest threats and evolving cyber landscape
- ✓ Increased flexibility and operational resilience via remote working and cloud solutions

The Challenge

To support continued growth, Bond Adams Solicitors were looking to appoint an IT provider who would understand their evolving business needs in an increasingly competitive market. With no inhouse IT department and limited knowledge of the subject, they wanted to outsource their IT requirements to a trusted partner who would proactively support and guide their investment in technology and cyber-security.



"When we were looking for an IT provider, we wanted experts who we could trust as our IT and cyber security specialist. We did not want an off the shelf solution, so when Air IT provided us with a bespoke strategy designed and tailored to our business and the legal sector, we knew that they were aligned with our vision, and a partner we could trust implicitly.

Not only have Air IT exceeded our expectations in service, support and delivery, their training and technology has allowed us to modernise our services, which can now be delivered to clients in their own homes. This has also given us the means to grow our team virtually and expand our territory across the UK and even internationally, which has been remarkable."

RAFIQUE PATEL, SENIOR PARTNER

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SOLICITORS

The Air IT Approach

With proven experience in the legal sector, Air IT carried out an initial consultation and IT audit to better understand and identify areas of immediate and future improvement based on Bond Adams requirements. A report was then produced with detailed recommendations including an upgrade to their on-premise server and migration to Office 365 to increase flexibility. We then supplied new backup solutions to prevent and minimise risks (including data loss and downtime) across their new on-premise and cloud-based systems.

Air IT also recommended access to remote and onsite IT support for end users, with 24/7 network monitoring and management of their systems and infrastructure to take care of essential maintenance. As well as this, we deployed essential anti-virus and email security solutions across all end user devices.

To further strengthen Bond Adams security posture, we deployed our 360° Starter cyber security package, which provides an advanced yet affordable level of protection for small to medium (SME) organisations.

The Outcome

Since partnering with Air IT, Bond Adams Solicitors have developed an effective IT strategy which reflects their long-term goals and future business aspirations, with its hybrid (on-premise and cloud) IT environment providing an ideal platform for flexible working. This has allowed Bond Adams to provide a quality and cost-effective service to their clients, regardless of location. It has also increased their ability to compete, by enabling them to recruit staff and secure new clients in additional market locations.

With regular reviews from their dedicated account manager, and our experienced team of IT and cyber security experts on hand, Air IT take charge of managing all of Bond Adams infrastructure, systems and users – so they can focus on core business activities.

Special Projects

To further support remote working, a full refresh of user devices was carried out at onboarding which involved deploying new laptops throughout the business.

This included the installation of Microsoft Teams, which was introduced to support staff collaboration and communication, with platform specific training provided by Air IT's qualified experts. Following the need to work remotely due to the outbreak of Covid-19, Bond Adams Solicitors were able to use this tool to maintain essential communications with colleagues and clients, using secure features such as video conferencing and live chat to provide an uninterrupted service throughout the global pandemic.