

# IT Strategy, Implementation and Management

## Summary

Industry  
Law

### Challenge

Need for improved collaboration and communication across offices so the business could function as a cohesive unit.

### Ignite Solution

David Davis & Associates formed a strategic partnership with Ignite for the provision of managed IT services. Ignite developed a technology roadmap, then implemented cloud services for anywhere access to documents and precedents, introduced laptops with docking stations across the three locations, implemented a unified cloud phone system and created a new website.

### Results

The business operates efficiently as a single unit across multiple locations. The managed IT services and technology roadmap ensure the firm is well positioned to leverage technology and mitigate risk now and into the future.

Following expansion from one to three offices, with twelve staff and an ad hoc array of infrastructure, David Davis & Associates recognised the technical challenges it faced and the wider implications for business success. Engaging in a strategic partnership with Ignite Systems ensured that the business was supported by expert advice on IT strategy, implementation and management.

## Background

David Davis & Associates is a boutique law firm founded in 2008 by David Davis. David gained extensive experience in mid-tier firms and his area of expertise is in estate planning and business succession law. The practice has grown to incorporate three offices, twelve staff and covers a range of practice areas including estate litigation, commercial and property law, conveyancing, superannuation and insurance claims.

## Challenges

David Davis & Associates experienced business growth, which included the acquisition of another legal firm. This created a number of challenges, including incompatible operating systems and hardware between offices (e.g. Windows and Apple). Physically located in Fitzroy, Preston and Moonee Ponds, the lack of technological cohesion caused communications and efficiency problems for staff and clients. IT purchases and technology adoption had been carried out in a vacuum with no strategy or consideration of compatibility or future requirements. Purchases were made when the need arose and were often the cheapest or quickest 'fix'. The lack of strategy and planning created ongoing issues including:

- Time and money wasted on ad hoc purchases;
- Inefficient sharing of information between offices and systems;
- Staff working in Preston could not access precedents, research and other files located on the server in Fitzroy;
- Staff were stressed and frustrated at often having to duplicate work;
- Dropbox was initially used to give some flexibility to staff, but lead to security problems when it was hacked via an infected computer; and
- Inefficient inter-office and client communication because digital and analogue telephone systems were unable to 'talk' to each other.

David Davis & Associates wanted a culture of flexibility, cohesion, efficiency and strong client service and needed the technology to realise this goal.

*"The biggest benefit from our partnership with Ignite has been flexibility. The implementation of new technology systems and their integration throughout our offices has given us an exceptional level of flexibility that has inevitably flowed on to productivity."*

David Davis, Principal  
David Davis & Associates

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## The Solution

To ensure IT was focused where needed, Ignite Systems undertook an IT audit. This covered infrastructure across all sites including telephone systems, network equipment, software systems, security systems and protocols, and data including where it was stored and how it was accessed. It was essential that staff and Ignite Systems worked in consultation in order to accurately reflect the strategic and cultural goals of the business.

A Technology Roadmap was developed incorporating an action plan that dealt with immediate concerns and planned for the future. The Roadmap resulted in a more cost effective spend on technology and infrastructure while maximising up front benefits and improving budgeting and planning for the future.

According to solicitor Eleanor Davis, understanding the Technology Roadmap and its application encourages a more thorough consideration of the cultural and strategic aspirations of the firm. She confirmed that "It has helped create a flexible, collegial and supportive workplace culture that delivers quality legal services in a cost and time effective manner."

Ignite implemented changes that included, moving to a cloud based system for practice management, document and precedent storage which is accessible 24/7 from home, any office or location with an internet connection; moving to digital cloud phone system; upgrading internet service provider for better speed and reliability; migrating to Office 365; providing multifunction printers; transitioning to laptops allowing working from home; docking stations for 'hot-desking' across offices; and the adoption of dual screens.

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## Benefits

The benefits to David Davis & Associates in partnering with Ignite and adopting the recommended IT changes have been significant and immediate. They include:

- A real and competitive advantage by being 'up to speed' with the adoption of technology and the use of a Technology Roadmap to plan ahead.
- Improved collaboration and communication.
- Increased productivity resulting in increased revenue.
- Reduced costs across business areas driven by savings in telephone communications, removal of hardware incompatibility and operational inefficiencies.
- Noticeable increase in staff productivity.
- Greater staff confidence in relation to the equipment and systems they use as a result of having consistency with the technology in place across the business.
- Flexibility and mobility – total office functionality with just an internet connection means staff can access the office from any location. This makes everyone happier and more productive.
- Increased staff retention and satisfaction due to increased mobility, flexibility and work-life balance. Giving staff the best tools for the job is a reflection of the value the business places on their staff. Consequently staff feel more appreciated, less stressed and more committed to positive business outcomes.
- Less time wasted on inefficiencies across multiple sites.

In partnering with Ignite Systems, David Davis & Associates is able to rely on the experience, expertise and guidance of professionals in technology engagement and IT strategic planning.

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