

# MISER HOSTED SOLUTIONS

October 2009

Case Study

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MISER HOSTED SOLUTIONS  
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## Successful hosting of LEAP Legal Practice Management System in both town and country

Practicing law is challenging and time consuming enough without the extra burden of technical constraint due to insufficient technology support.

Miser Legal Solutions has assisted law firms in multiple locations by hosting their LEAP Office software package.

### CASE STUDY:

#### BARWICK STEVENS LAWYERS

Based in Sydney, Brisbane and Dorrigo in Northern New South Wales, the legal firm Barwick Stevens required a suitable I.T. solution that would operate in many locations within Australia.

Barwick Stevens is a distinctive firm with over 80 years experience in commercial litigation and advocacy. Principal Partner James Stevens recognised the need to progress with the times and use the latest technology as a business enabler.

With challenging and controversial cases, the firm needed to be sure they had access to accurate information at any time of the day and from any Australian location.

Whilst having origins in Dorrigo, in 2007 the firm decided to expand to Sydney and Brisbane. This way the firm could assist both city and country clients.

“We have access anytime, anywhere and the best support to keep our systems functioning”  
James Stevens



A user pays model is provided.

Miser offers small firms the ability to set up a fully functional office with LEAP, Microsoft and MYOB products at a competitive price.

A high speed private network connection is provided directly to the law office with off-site disaster recovery a by-product.

Technical issues are eliminated so firms can focus on practice development and fee generation.

In 2008 they moved into larger office space in Sydney and wanted a simple and cost effective transition.

“Miser helped to make our move smooth and stress free - all that was needed was the flick of a switch and we were operating as we always had been, and could add on multiple users very quickly”.

“For the firm it has been important that we are on top with technology as it is vital in ensuring we are able to get lawyers to do work in any place, anytime, around Australia. The implementation of a Miser Hosted Solution was required to cater for our diverse practice needs that cover several locations”, Mr Stevens said.

## Objectives

- 1/ To have a centrally located and managed system for their multiple locations
- 2/ To use a single data base for their LEAP Office
- 3/ The system to be available 24/7
- 4/ Be cost effective for a firm of their size
- 5/ To cater for their expansion requirements

One of the vital aspects for the firm, was the need to access to their LEAP software data from any location.

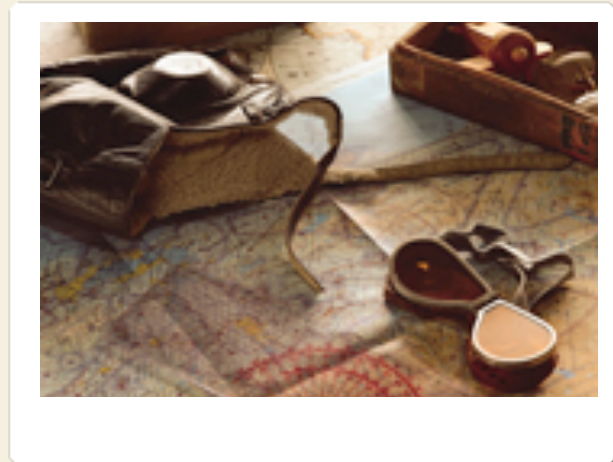
The complete LEAP Office package assisted in the effective functioning of their firm with a central database pivotal to ensuring there was no duplication of hardware necessary over multiple offices.

It was of great importance to the firm to know that their entire intellectual property was backed up nightly in a secure environment without any staff involvement.

Barwick Stevens needed around the clock assistance regardless of their locations. The country and city offices needed to be on the same system with access to help-desk services nationally.

“We do not want to be fixing problems ourselves and would prefer to make a single phone call for problem resolution.

One of the big problems for country firms traditionally has been access to good I.T. specialists and certainly those with any LEAP experience”, Mr Stevens said.



## Problems

- 1/ Were expanding and operating initially from a serviced office environment in Sydney
- 2/ They did not have a single database for all LEAP users covering multiple sites
- 3/ Mobile access anywhere any time was not possible
- 4/ The firm had extensive expansion plans
- 5/ Technology needed to reach to each user

The firm’s Dorrigo Office faced technical problems with their computers and relied on services from Bellengin which were costly and inefficient from a time perspective. Additionally, telecommunications services with their Sydney office were poor and having local servers was a problem when operating from a Serviced Office in Sydney.

“In Dorrigo we had three servers as LEAP software required this configuration. It was also very expensive in terms of the computers we needed to buy and this was not something we wanted to deal with anymore”.

The firm also required mobile access any place any time with adequate support.

The firm was concerned that they would need to employ external support to set up their systems in the various locations, or do it themselves. Both were going to be expensive and time consuming.

## Miser Solution

1/ Setup a hosted solution with LEAP software accessible in all locations

2/ Provided all licensing and hardware needed for all offices

3/ Removed any technical issues and costs when moving or setting up new offices

4/ Offers a single help desk number

5/ A monthly fee for all services

Miser enabled Barwick Stevens to set up a fully functioning solution covering their Dorrigo, Sydney and Brisbane locations. All the same data was made available no matter where they were operating.

The firm's Sydney move from a serviced office into a larger facility was smooth - as everything was stored in Miser's remote Server farm located in Sydney. The functioning of LEAP and all Microsoft applications remained the same at the desktop.

Most importantly for their Head Office in Dorrigo, Miser offered the ability to have a centralised system and hosted their applications out of the Sydney based data centre.

Their data was backed up and all their financial information was centrally managed. Miser eliminated the need for the firm to have any responsibility for their systems.

This meant that James Stevens did not have to get technical assistance from Bellingin to fix the problems. "We simply call up the Miser help-desk". There was no further need for any on-site attendance by a technician.

Barwick Stevens has no desire to own their own hardware or be concerned with expensive licensing issues. "We did not want to worry about updating software or hardware, so Miser does all of that for us.

This frees up the firm's time to do what we do best - practice the law and not waste billing hours on technical problems."

Miser's set-up has enabled Barwick Stevens to have its entire legal LEAP Office software stored and backed up securely from a remote Server location.

This offers them peace of mind of knowing their data is safe, they can log on anytime anywhere, and know confidently that they will not be concerned with any technical problems, licensing issues or costly hardware in the future.

## Thanks:

### Barwick Stevens

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