

# Miser Hosted Solutions



## KEY ISSUES

### PROBLEM'S FACING SMALL LEGAL FIRMS

Many regular I.T. support providers do not understand LEAP software well enough to manage day to day issues.

Firms need to free up their time to practice law and not worrying about technical I.T. problems.

Adequate space for large back up servers and proper disaster recovery is not always possible on site.

Costs of purchasing and implementing systems and using pay by the hour I.T. support are high.

### MISER'S SOLUTION

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

A user pays model is provided.

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

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

## LAW FIRM sees benefits of hosting their LEAP Legal Practice Management system

**Legal firm Aaron Legal has taken significant steps to ensure that their small legal practice operates in a completely functional and supported technical environment.**

Based at Parramatta NSW, Aaron Legal is a two-year-old firm that practices Family and Divorce Law. Dealing every day with emotional and sensitive issues, Charlotte Boyd Solicitor and Director and Pamela Holliday Paralegal, Practice Manager and Director, need to dedicate all their professional time to delivering legal services to their clients, rather than focusing their attention on unwanted information technology problems.

Miser Hosted Solutions, a LEAP I.T. Partner, offered an effective answer and provided Aaron Legal with a complete solution for their LEAP Office software package.

### Objectives:

Initially set up as a small home based firm, Aaron Legal approached Miser Hosted Solutions looking for a way to manage their LEAP systems set-up.

The firm did not want the imposition of casual I.T. guys coming into their office or homes and who did not understand how the LEAP software worked. As Pam Holliday explains; "We did not want to know the technical problems, but rather wanted to spend time focusing on our clients."

### The main objectives for the project were:

- 1) **Provide a back up system in which all data could be safely stored externally**
- 2) **Enable remote access to multiple users from various locations around Australia**
- 3) **Be cost effective for a small start up firm**
- 4) **Offer personalised support without an I.T. person coming into their homes**

Aaron Legal approached Miser for a complete technical solution for their LEAP Office software package.

Whereas, Miser's Director Ian Bollen came highly recommended by LEAP as someone who understood our needs. So we opted for the most efficient and personalised service."

Small law firms require a help-desk with real people able to quickly and efficiently respond and who can talk intelligently about our subject matter.

### The Problem:

Small law firms have a number of challenges that they face during set up and implementation of their technical solutions.

*The firm needed to be strategic about where they invested their time and money.*

Start up costs need to be considered and the costs of implementing an in-office Server can be expensive. They are not always appropriate for small spaces.

Aaron Legal saw this problem given their business would not be functional and secure without their LEAP Software and backup support.

Pam recognised that it is for such reasons that "make Miser very powerful, because they know how LEAP works intimately, and in turn make it easier for the firm." Without Miser there would have been a lot of problems which we did not want to spend billable hours worrying about.

**ACCESS MADE EASY:**

Based out of different locations, Aaron Legal needed their book-keeper and secretary to be able to access LEAP software from their home computers.

One of their staff members will soon be moving to Perth, so with the help of Miser Hosted Solutions that person will be able to continue working for the firm remotely.

**“It is quite a remarkable opportunity for us to be entirely workable from any location. We need this flexibility.”**

*Pamela Holliday*



Further, Pam mentioned, “we have been given the opportunity to work directly from our clients homes and think outside the square.” With most of their work being done via the internet, they would not have been able to achieve this mobility without Miser.

Small firms need flexibility with I.T. as their staff may have changes in their personal circumstances. We want to retain their skills as they are in short supply.

With the centralised management of our systems in the Miser data centre, our remote workers can log in from anywhere in the world. This is beneficial for the business owners as they are guaranteed the security and integrity of the firms intellectual property.

**The Solution:**

Miser has offered Aaron Legal the desired flexibility and security required by the firm. The firm has benefited and has the comfort in knowing that their data is being constantly updated and managed very closely.

Miser has offered a very powerful set up that helps the little players rival any larger and established firm at a technology level. All LEAP software is managed, ensuring that the firm has up to date information as soon as it is made available from LEAP.

For any legal firm, it is vital that they have access to all updated software and legal precedents. Miser in conjunction with LEAP software makes this possible. Quickly and efficiently.

The firm is also very impressed by LEAP Office software, which for them has been easy to operate. They are confident that all the correct information has been received, and see it as being accessible and useful given it covers documents and accounting integration. Something they would not like to operate without.

**Summary:**

Aaron Legal want to constantly work to improve quality of service through using LEAP software. Pam Holliday mentioned that “hard work by Miser behind the scenes means that our systems are constantly improving. We enjoy the luxury of a one-stop shop for attention to our service needs. We are not interested in any blame game between hardware and software vendors.”

*“Miser has helped to improve the productivity and functionality of our firm, and we only have all but positive things to say about the company and it’s direction,” Pamela.*

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