



Rubiconn

Customer Solution Case Study



Overview

Country or Region: United States

Industry: Business and Corporate Law

Customer Profile

JGPC Business & Corporate Law is a firm that specializes in providing cost-effective, quality legal services for businesses.

Business Situation

JGPC Law needs a solution that is cost effective for hardware and software upgrades, reliable and secure

Solution

JGPC Law solved their unreliable and antiquated hardware and software issues by choosing to host their network environment with Rubiconn "Private Cloud" Services.

Benefits

*Consistent, stable performance of hardware systems. Security of data. Increased performance for a lower cost.

*All services are included for One Flat Fee. Finally able to budget for IT expenses without the need to maintain antiquated hardware and software systems.

Business Law Firm practicing in the Cloud

Law Firm Cuts IT Costs, dismisses Server worries with Rubiconn Cloud Services



"We probably will have significant long term cost savings... We certainly have saved thousands of dollars over the short term because we have not had to purchase new servers and platform software."

Jim Gulseth, Attorney at Law, JGPC Business & Corporate Law

JGPC specializes in business and corporate law. Owner James Gulseth uses technology to deliver excellent customer service and achieve remote office efficiencies, but his technology costs were too high, and it was too difficult to connect part-time workers to his firm's systems. Gulseth found himself burdened with trying to maintain an antiquated Server, in dire need of an upgrade. He was two steps behind the latest software operating systems and was dreading the expenditure of a vast amount of capital required to bring those systems up to date. He called on Rubiconn's expertise to evaluate his situation and provide some recommendations.

Rubiconn suggested that Gulseth eliminate his physical server and subscribe to the Rubiconn Private Cloud. By moving messaging and collaboration software and data to the Internet "cloud," Gulseth cut IT costs while improving overall network and desktop performance. Removing the physical server also helped Gulseth also eliminated the worries about catastrophic system failure and theft with no viable backup available for his systems and data. Having Rubiconn host the infrastructure also eliminated worries about server downtime, and employees can be more productive by accessing data online, anytime. Setting up part-time workers to access the firm systems now takes 15 minutes instead of two or three days.



“We did have problems with backups and security, and our remote access was slow. In most ways the performance has improved. Our remote access is much improved. “

*Jim Gulseth, Attorney at Law,
JGPC Business & Corporate Law*

Situation

Gulseth uses technology to provide Attorneys and staff with the ability to access corporate data in a fast and efficient manner. The firm uses industry standard law technologies like PC-Law, Abacus, Time Slips and QuickBooks. Several years ago, Gulseth deployed Windows Small Business Server 2000, which packages the Windows Server 2000 Operating System, Microsoft Exchange Server 2000 messaging software and Windows Small Business IIS for web hosting services in one integrated suite that runs on a single server. Gulseth also added remote connectivity via GoToMyPC to give full-time and part-time employees remote access to company systems.

With an aging infrastructure JGPC was facing a challenging and expensive set of equipment upgrade requirements. With an average desktop age of 5 years old, running Windows XP and a file server running Windows 2000 Small Business Edition. JGPC Law had already been experiencing network and workstation performance issues and the cost of supporting this aging infrastructure was becoming more costly each day.

Although the firm’s technology infrastructure enabled it to achieve paperless efficiencies and process paperwork quickly, those efficiencies came at a cost. The server hardware was both bulky and noisy and took up space in the office. Underlying costs to pay for additional server hardware, air ducting and maintenance quickly added up.

Gulseth and his office manager were also spending three to four hours a week managing the systems themselves, including swapping backup tapes, checking connections, and rebooting server hardware after updates. This was time that he could have been using to win new business. At an hourly bill rate of \$300, these lost revenues quickly added up to approximately \$60,000 annually.

Though the firm had not experienced any catastrophic server failures yet, Gulseth was concerned about this risk. He was backing up his server nightly to a tape backup and had an online backup service as well, but he did not know if this data was backing up properly or if it was even retrievable or usable if there was a catastrophic failure.

“The Rubiconn technicians and staff are great. They are available and responsive.”

*Jim Gulseth, Attorney at Law,
JGPC Business & Corporate Law*

Solution

Rubiconn migrated the data and email from the JGPC outdated server to Rubiconn hosted virtual servers within the Rubiconn Private Cloud. Rubiconn then took this opportunity to upgrade the business platforms used by JGPC and deployed Windows Server 2008 Standard with Exchange 2007 and Office 2007. This provided all of the advantages of collaboration, file sharing and ease of access embedded in the newer Microsoft platforms. By separating out the file server from the Exchange messaging server, this eliminated single-points of failure and greatly improved system functionality.

By implementing Terminal Server 2008 and Remote Desktop access, Rubiconn was able to provide JGPC Staff with the same look and feel that they were accustomed to seeing on their previous desktops, while having the functionality of being able to access documents and email anytime, anywhere, on any computer with an internet connection at a much higher level of performance.

Rubiconn also implemented additional redundancy and backup features within the new JGPC network to prevent any

catastrophic failure or data loss. JGPC now has multiple layers of data backup with on-demand access with a range of single file restoration to bare-metal server restoration services available through Rubiconn .

JGPC’s file systems are also now more secure by storing data offsite in a secure datacenter. Rubiconn also deployed an upgrade to JGPC’s antivirus protection services to help eliminate file viruses and upgraded their network firewalls to prevent network intrusions. This provides additional protection of privacy to the clients of Gulseth’s Law Firm.

Benefits

- ◆ Consistent, stable performance of systems including email, data access, printing, etc.
- ◆ All services are included for One Flat Fee. Finally able to budget for IT expenses and reduce the capital expenditures in IT.
- ◆ Increased speed and improved productivity because of fewer technology issues. Access to data from any PC, anywhere, anytime with Internet connection
- ◆ The Rubiconn private cloud is scalable. Adding staff takes minutes and the cost is known immediately
- ◆ Upgrading servers is never an issue. Rubiconn provides resources (servers, desktops, RAM, Disk space) on demand

Partnering with Rubiconn to provide your network infrastructure and support allows you to:

- ◆ Focus on generating new sales, improve productivity through technology, and reduce or eliminate unexpected costs associated with computers.
- ◆ Enjoy more network uptime. More uptime means more time spent generating revenue.
- ◆ Increase your bottom line, reduce expenses, and eliminate the stress typically associated with computers.

Our Services include:

- Managed Services/Server Virtualization/Virtual Private Networks
- Business Process Consulting Services /Hardware & Software Consulting & Sales
- Hosted Email/Enterprise Level SPAM Filtering/Mobile Device Support
- Server Administration/Remote Desktop Support/On-Site Service

Quite simply, your business depends on computers to process and transact business. Without them you would lose not only efficiencies but customers. We keep your computers running and your data secure.

- ◆ We are available 24x7.
 - We fix problems within hours not days.
 - We provide off site server hosting and backups for additional security.

If you have existing systems we can document, optimize, and support them. If you are employing new technology we can ease the discomfort of the implementation. If you know you need something but have no idea what, we can help you arrive at a cost-effective solution. By partnering with Rubiconn your company acquires not only a team of experienced technicians but business professionals who understand the importance of responsiveness.

We are certain that once you meet with one of our technical consultants you will be impressed with our thorough professional approach to your unique environment. For more details on our service visit our website, www.rubiconn.com.



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