



I.T. MATTERS, INC.

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CASE STUDY

This Attorney Has Relied On I.T. Matters, Inc. Over a Decade

“

I.T. Matters has taken good care of me, and so I've continued with them. Everyone I've dealt with from I.T. Matters has been incredibly responsive.”

Douglas Ustick

Solo Legal Practitioner and Principal
Ustick Law Firm PLLC



Key points:

- ▶ Your IT company needs to offer more than basic support.
- ▶ Do you have someone to manage your IT while you move offices?
- ▶ Do you have an IT partner you can rely on long term?
- ▶ Doug Ustick has worked with us almost two decades because we make IT simple for him.



Who Is Doug Ustick?

Doug Ustick is a solo legal practitioner and principal of Ustick Law Firm PLLC. He has been practicing law since 1980, and since then has worked in a number of large law firms.

In 1995, he became a solo practitioner, continuing to work in the field of commercial real estate, banking and corporate transactions. Since he started his solo firm, he's worked exclusively with I.T. Matters for all things IT.

Why Did Doug Hire I.T. Matters, Inc.?

“I.T. Matters was referred to me around 15 years ago. I was moving to a new office.”

Doug

Originally, Doug hired I.T. Matters to manage the launch of his new office space. The telephone services vendors at his previous office had worked with us before, and recommended he have us take care of his IT.

“When we moved into the new space, we had I.T. Matters fit us out and handle the networking in our office. They interacted with the vendors for us.”

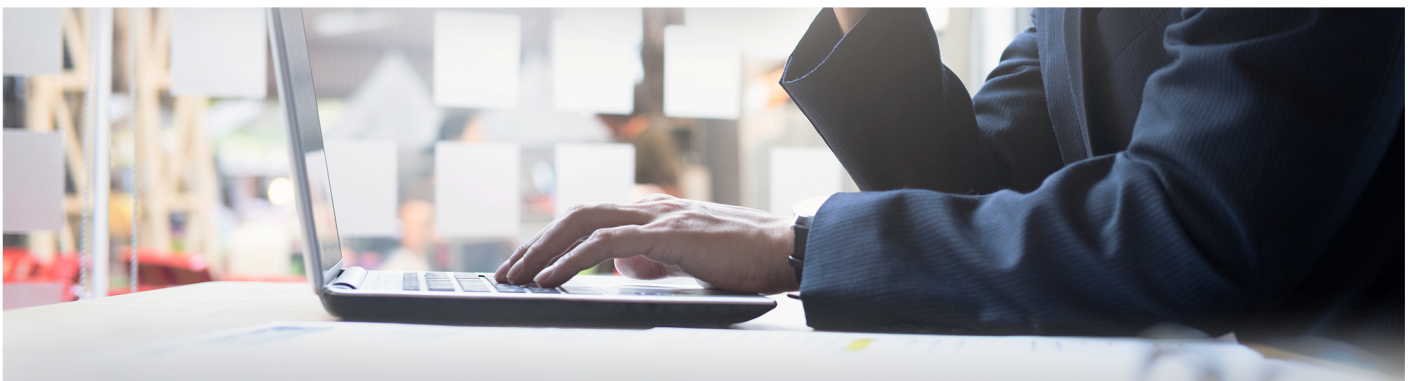
Doug

When you're launching a new business, dealing with IT can be a nightmare.

The many parts involved that have to be carefully selected, sourced, purchased, installed, configured, and launched are a lot to handle. One wrong move and the team won't be able to get to work on time in the new workspace.

Over the course of our time with Doug we have set up two new offices for him and his associate. In both cases we carefully evaluated his current IT assets, determined any necessary upgrades or new purchases, prepped the hardware and installed it onsite.

We follow a carefully-developed proactive IT strategy to help businesses hit the ground running at their newest locations. We established a comprehensive view of Doug's IT solutions, and then carefully planned the build and launch of his environment to minimize downtime, mitigate the chance of data loss and configuration errors, and ensure he could get to work on the first day in the new location.



I.T. Matters, Inc. Also Set Up Doug's Home Office

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

Fortunately for Doug, he was able to rely on I.T. Matters for expert assistance. We ensured that Doug had what he needed to be productive and secure while working from home. All of it was arranged far enough ahead of time that the pivot to remote work went off without a hitch.

“They set me up to work remotely. A lot of people adapted in that way, but I.T. Matters made it easy for me.”

Doug

I.T. Matters, Inc. Keeps Doug Up To Date

Doug knows that if his law firm is going to continue to grow effectively, he needs an IT partner that could help him harness new technologies and modernize his systems every few years. Doing so is a key part of the ongoing trend of digital transformation.

Digital transformation is one of the biggest buzz phrases going around the business community right now. At its simplest, it's the initiative to use new technologies for better business outcomes.

The business workplace is being drastically altered by technology as each year goes by—if firms like Ustick Law Firm don't embrace it, then they will be left behind.

Many firms can find it difficult to keep up with the latest advances in technology, especially if they are solo practitioners with small staffs. It takes time and knowledge that staff members may not have to keep up to date with recent IT advancements and to understand how to harness them.

Too many firms jump from one system or application to another and never realize the full benefit of their technology. Without a technology plan that's aligned with their goals, they make poor buying decisions and waste money on ineffective tools.

As important as IT strategy is, it's often an afterthought at best. Not everyone has the time and resources to plan their IT in advance.

By planning ahead with I.T. Matters' help, Doug can budget his IT more accurately, and avoid issues that stem from out-of-date systems.

“ I.T. Matters has been an integral part of my team. As technology has changed, and as equipment went past warranty, they would advise as to how to replace it.”

Doug

There's A Reason Doug Has Worked With I.T. Matters, Inc. For So Long...

“ I.T. Matters has taken good care of me, and so I've continued with them. Everyone I've dealt with from I.T. Matters has been incredibly responsive.”

Doug

Whenever Doug needs help solving a problem or handling damage control, he knows he can call I.T. Matters. That's why we've worked together for nearly two decades.

Can you say the same about your IT support? If not, book a meeting with the I.T. Matters team to talk further.