



INFORMATION TECHNOLOGY SERVICES

OUR APPROACH TO IT

ProLegal can provide complete IT systems management, support and development for law groups of any size. Our professionals understand how each IT interaction is meant to support efficient workflow and propel your business. Our team combines the proper education and professional experience to deliver productive workflow to you. The result is a practice that is more efficient and productive. By design, we are very proactive in our systems development and support, which leads to less crisis management and workflow interruption.

WHY ARE WE DIFFERENT?

Outside of delivering quality IT services, we feel that effective IT management begins with a solid strategy and established goals for the development and maintenance of your IT platform and quality user education. As such, we provide periodic meetings, as determined by both parties, to establish IT related goals and expectations (both of the firm and ProLegal). These meetings can be done on site (as applicable) or through interactive web casts.

ONGOING SERVICES PROVIDED

1. HELPDESK SUPPORT

ProLegal will provide services generally considered as help desk assistance for software applications, connectivity and hardware problem resolution.

- First line support with all computer, software, connectivity and hardware related questions and challenges
- Dedicated phone line/extension and email to our remote helpdesk personnel for all help desk requests at any time (including normal business hours). Between 6:30 and 8:15am and between 5:00 and 6:30pm we will be on call for urgent situations.

2. SYSTEM ADMINISTRATION

Includes but not limited to the below services.

A. PC & HARDWARE MANAGEMENT

- Complete desktop support
- Recommendations and support for implementation of hardware and software upgrades

B. SERVER MANAGEMENT

- Regular monitoring of server performance
- Proactive maintenance

- Backup and security
- Recommendations and support for implementation of hardware and software upgrades

C. SECURITY/ UPGRADES AND MAINTENANCE OF:

- Firewall
- Antivirus
- Data backup & redundancy (onsite and offsite), directories, shares and security groups, new accounts, management of old accounts and policy
- Permissions and file system management

D. DISASTER RECOVERY

- Review firm policy and create/update as needed to guarantee a viable plan for recovery and limited interruption in the event of disaster

E. NETWORK MANAGEMENT

- Regular monitoring of network performance
- Ensure all software & applications are functioning as designed
- Proactively review server capacity to support all firm functions within the IT infrastructure

F. WEBSITE MAINTENANCE

- Ongoing maintenance of the website to ensure connectivity to client and any existing user web portal of firm and client documents
- Minor content upgrades as determined necessary to existing information
- Service does not include web design and will be quoted separately

G. PHONE SYSTEMS/ TELECOMMUNICATIONS SUPPORT

- Serve as liaison to any current phone/telecommunications vendor(s) to the firm
- Ongoing support of the LAN/Wireless network
- Facilitate the technical support for all hardware/software/applications including network equipment, telephones, PDAs, voicemail, fax and internet capabilities