

## Company profile

**Company:** Law Offices of Steven R. Kuhn

**Website:**

www.lawkuhn.com

**Country or Region:**

San Juan Capistrano, Ca

**Industry:** Legal

## Software and Services:

- DataGuard Advanced
- XenApp and XenServer
- ProActive IT Services

# The Law Offices of Steven R. Kuhn Easily Move From Break-Fix Blunders to ProActive IT Peace of Mind

"We chose Forum Info-Tech's ProActive IT program because our existing IT company was not available on a 24/7 basis. We were tired of paying for 1 hour's minimums, unpredictable IT costs, slow response times and always wondered if our data, network was safe from hackers, intruders and natural disasters. **By having preventative maintenance on our network we break less often and never have to worry about how much time it is going to take to fix a problem.** We now have an IT budget and are able to control our IT costs and have the peace of mind that our network is in safe and professional hands."

*-Steven R. Kuhn, Owner of The Law Offices of Steven R. Kuhn, San Juan Capistrano, Ca*



## Company profile

The Law Offices of Steven R. Kuhn (Formerly Law Offices of Kuhn and Belz) is a professional organization practicing Personal Injury Law throughout Orange County, Riverside and Los Angeles Counties.

The Law Offices of Steven R. Kuhn prides itself in being able to settle cases, saving expensive litigation fees for their clients. Principal Steven Kuhn is a high performer and demands the same productivity from their energetic office staff. Highly productive employees coupled with highly experienced attorneys has been the recipe for the firm's growth and success in defending their clients.

## Business situation

Steven Kuhn has always kept up with technology by providing the best of the breed computers for their employees and investing in state-of-the-art servers and phone systems. Prior to hiring Forum Info-Tech, Inc to provide Managed IT Services, the law office relied on a computer guy to provide break/fix IT Services on an as needed basis or sometimes purchasing "block of hours".

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They were unhappy with their previous IT Support company, noting many painful and stressful situations about them and their services:

- As the IT vendor grew, it became difficult for the employees of the law office to get hold of their technician and their ability to resolve issues in a timely manner started diminishing.
- Due to lack of loyalty to the law office, the technicians would work on issues at their first availability which resulted in longer downtime and unproductive employees.
- Often times, regular updates and maintenance were done during the business hours which resulted to unproductive employees and chaos in the office.
- The law office noticed that they were being billed a full hour for problems that often took 15 minutes or less to fix. Moreover, they were billed for technician's visit when the same problem could have been fixed remotely and did not require a technician to come on-site.
- There was an air of uncertainty whether the health of the network was at acceptable levels and the key activities like security updates, firewall activity and data backup were taking place.
- The Law Office also realized that they were being proposed expensive hardware/software upgrades on a periodic basis.
- The Network Documentation was updated regularly resulting in discrepancies.

### Solution

The Law Offices of Steven R. Kuhn signed up for Forum Info-Tech's ProActive IT Service, after hearing about all of the benefits that it would entail.

### Benefits

A few of the benefits that ProActive IT Services brought to Brylaw:

- **Avoided expensive repairs and recovery costs** - Forum Info Tech's network monitoring and maintenance will save them money by preventing expensive network disasters from ever happening.
- **Experience faster performance, fewer glitches, and practically zero downtime**. Some parts of their old system were degrading the performance over time, causing them to slow down, hang up, and crash. Our preventative maintenance and network monitoring will detect these problems early and prevent them from escalating into more expensive repairs and downtime.



www.ForumInfoTech.net

## The Law Offices of Steven R. Kuhn Easily Move From Break-Fix Blunders to ProActive IT Peace of Mind

- **Forum Info-Tech will be there in-house IT Department - Without the cost of having another employee**, who may not be able to solve all of their problems and help them with all of their needs.
- **Receive substantial discounts on IT services that they were already buying**. Most IT Companies nickel and dimed their company. Under this program, they paid an affordable flat fee, and receive all the technical support they need. No Charges, Caveats, or Disclaimers!
- **Eliminated trip fees and received faster responses to their problems**. Thanks to remote monitoring and maintenance software, Forum Info Tech now has the ability to access and repair most network problems right from Forum's office! If we can not fix their problems remotely, we will dispatch an engineer to your office the same day.
- **Budget for Network Upgrade** - They now avoid unexpected costs for fixing and restoring their network, as they pay a low flat fee for all of their needs.
- **Safeguarded their data**. They no longer have to rely on their computer systems to restore their data. They now use a remote backup that snapshots their data and saves it as frequently as every 15 minutes!
- **Stopped annoying spam, pop-ups, and spyware from taking over their computers and network**
- **Gained incredible peace of mind.**

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