



## IT Managed Support for Law Firm

### PROJECT DETAILS

 **Managed IT Services**

 **Dec. 2018 - Ongoing**

 **\$50,000 to \$199,999**

“

*“There hasn't been an issue that they couldn't solve.”*

### PROJECT SUMMARY

Andromeda Technology Solutions has been providing off-site IT services and monitoring servers to ensure systems are secure and functioning properly.

### PROJECT FEEDBACK

The in-house team is happy with the quality of Andromeda's work and their quick response times. Andromeda goes above and beyond to resolve all issues immediately, while their ability to work collaboratively as a team helped them establish a smooth process.



## The Client


Introduce your business and what you do there.

I'm the firm administrator at a national law firm.


## The Challenge


What challenge were you trying to address with Andromeda Technology Solutions?

We were looking for a vendor to provide off-site IT support and help desk services for us.

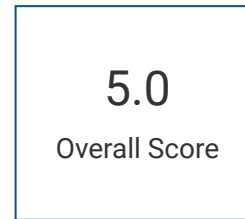
 Firm Administrator,  
National Law Firm

 Legal

 11-50 Employees

 Wheaton, Illinois

### CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





## The Approach

### What was the scope of their involvement?

First, Andromeda did a full assessment of our entire network and pointed out the areas that we needed to improve. They also submitted a proposal and let us know all the costs. Then, they started monitoring the traffic that goes through our systems to make sure the network was functioning properly. They're also responsible for monitoring our servers and ensuring they're secure.

### What is the team composition?

We work with about five members of their team.

### How did you come to work with Andromeda Technology Solutions?

Andromeda contacted us. It was just the right time because we were not happy with our previous provider. We interviewed a few different companies, and Andromeda turned out to be the best one. They were able to give us exactly what we needed, so we hired them.

### What is the status of this engagement?

We started working with them in December 2018, and the relationship is ongoing.

## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

They respond quickly, and their goal is to solve our problems. There hasn't been an issue that they couldn't solve.





# Andromeda Technology Solutions

## How did Andromeda Technology Solutions perform from a project management standpoint?

They're great communicators. They work very well as a team, so all the team members know what's going on.

## What did you find most impressive about them?

They're very reliable. If we call them and tell them we have a problem, they either fix it immediately or call us right back. We never have to chase them.

## Are there any areas they could improve?

We'd like them to put more information in their invoices, but that's the only thing I can think of.

