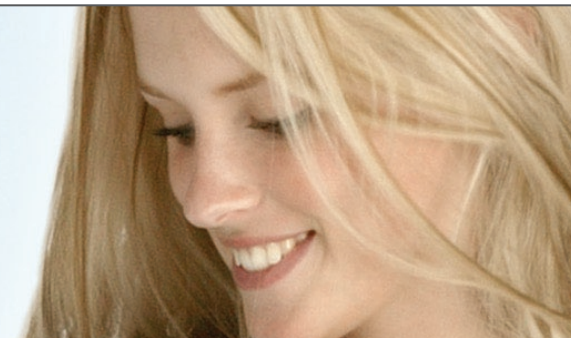


## Connected Office for LEGAL Success



### **The Customer**

In 2004, Elizabeth Kaleva opened **Kaleva Law Offices** in Missoula, Montana. Her practice deals with public labor and employment but specializes in the area of K-12 (Kindergarten to Grade 12) Public Education Law.

### **The Situation**

Kaleva Law Offices, being a niche legal firm, isn't a large office – however their technology needs are the same as those of large practices – namely they are completely reliant on their technology to be productive and to bill for working hours. At their size, they didn't have the need, or the budget, for a full or even a part-time IT employee. For the past several years they have relied on the technology service providers dispensed from the “big box stores”. This, according to principal Elizabeth Kaleva, led to several major issues:

- 1. Vast fluctuations in cost** – with hourly rates sometimes in excess of their legal billing rates, they would routinely have ‘big box’ companies come in and charge them \$175/hour - often leading to months with thousands of dollars in cost.
- 2. Vast differences in quality of service** – “You never knew what level of service/ experience you were going to get when they sent someone out”.
- 3. Lack of timely solutions** – when problems did arise the swiftest course of action was often for Kaleva and her associates to physically bring their equipment to the store and wait for hours (not billable hours!) for a fix.

With no one in the Kaleva office being overly technical, their reliance on commercial assistance with its inherent drawbacks was beginning to gnaw at them. When they added a remote office and needed the ability to access their server remotely they heard about The Utility Company and became a customer soon thereafter.

### **The Initial Solution**

No matter their size or specialty, law offices are reliant on their technology and their unique Line of Business applications. Kaleva Law Offices is no exception. As they evolved to being a fully networked, paperless office, they were essentially unable to function if technology failed. The Utility Company first assessed their initial network setup and quickly remedied some long-standing issues they had been facing. Utility then presented Kaleva with a flat-fee managed package that gave each of their employees full support and access to the 1-866-My-Utility Live Helpdesk for immediate technical support and advice.

### **The Result**

The CO Legal service program provides Utility customers with a single point of contact to deliver and manage all of their technology, communications and vertical line of business applications – 95% Remote; 100% Proactive. For Kaleva this has meant:

- **Instant access to technical assistance and advice rather than downtime waiting for expensive fixes.**
- **Access to their own team of trusted business IT advisors rather than getting sporadic service levels from “whoever was sent out that day” in the past.**
- **Predictable, set monthly technology spending (and budgeting) while getting a better, faster and greener service!**

### **Customer's Thoughts**

Principal Partner Elizabeth Kaleva is quite happy with her decision to partner with The Utility Company. She relayed comments on the service such as “**amazing**”, “**invaluable**”, “**great people to work with**”, “**prompt calls back**” and “**hard to duplicate**”. Elizabeth also said, when asked how she would describe her experience to others, “They have been a dream come true and have ‘saved our butts’ several times already. It’s been smooth sailing and such a better way of doing things... I’d be very fussy if I had to work with someone else after working with Utility”.

### **Utility's View**

“For organizations like Kaleva Law Offices, Connected Office represents the future of technology support. They can remain focused on their clients and on keeping their associates working on billable hours rather than trying to fix a connectivity issue or deal with a software vendor”, stated Mark Scott, President and Founder of The Utility Company. “Today’s economy requires professional services firms to become more efficient and look at areas, like technology, where they can reduce costs. Our virtual IT approach results in 95% of our service being delivered remotely and 100% proactively.”

### **About The Utility Company**

The Utility Company® is a leading provider of virtual IT service and support for small and medium-sized businesses, delivering the required hardware, software and service for a monthly fixed fee per user.

Our Connected Office® service program provides a single point of contact to deliver and manage technology, communications and vertical line of business applications – **95% Remote; 100% Proactive.**

Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to reduce spending and increase utilization – our Beyond Managed Services® franchise opportunity is available by prospectus only.

Learn how to make technology work for your business today at [theutilitycompany.com](http://theutilitycompany.com)