



How Tiedata helped Right Legal Group with their IT support, through COVID-19

CLIENT: RIGHT LEGAL GROUP.

Right Legal Group are a Wills, Probate, and consulting firm. Their mission is to be the benchmark standard for the management and development of Private Client operations within law practices in the UK.

With operations throughout the UK, they are around 100 people strong and have been in operation since the end of 2012. Tiedata has been working with them from their very beginning and have been providing them with a range of services.

- Infrastructure as a service
- Desktop as a service
- Backup as a service
- Firewall as a service
- Hardware as a service

These have been delivered as a flexible offer that's expanded and contracted to their needs over the years. Then COVID struck, and Tiedata's ability to expand was truly put to the test.

BRINGING SUCCESS TO TECHNOLOGY

CHALLENGE

At the beginning of March, the UK went into full lockdown and 90% of Right Legal Group's team had to start working remotely, practically overnight. Whilst some team members were already working remotely, since Right Legal was office based, this presented a challenge. Their IT consisted of many thin client PCs and this technology wasn't quite optimised for operating in a remote work environment.

"It was essential that our wills and probate service continued to operate. Not being able to work from home simply wasn't an option. We needed Tiedata's help to make remote work possible."

**Philip Jones, Director of Information Security
Right Legal Group**

Right Legal Group employees needed a way to take their devices home, get online, and work as though they were in the office. This was no small feat. The nation's networking infrastructure was under intense strain. Home broadband was burdened with more devices than ever and homeschooling kids added further stresses.

SOLUTION

Right Legal Group didn't want to furlough anyone. They wanted everyone to continue working as they would in the office but from home. Since there were already a few remote workers, Tiedata expanded on the solutions they had in place for them to the rest of the team. Tiedata upgraded their firewalls in the previous year and are now operating a HA (High Availability) solution and deployed additional configuration files via their management software.

Tiedata also supplied Right Legal Group with all the hardware required to get employees hooked up to their home broadband. They supplied some employees with extra-long cables to enable them to connect to their router which may be in another room to their workspace. In other cases, Tiedata supplied employees with Wi-Fi dongles so that they'd have access to the router wirelessly.



ABOUT TIEDATA

Head office in Ripley, Derbyshire, Tiedata deliver Managed IT Support Solutions for organisations throughout the Midlands and Yorkshire.

Tiedata's award winning Managed IT Support service is complemented with IT Security, Telecoms and Microsoft 365 services.

RESULTS

Right Legal Group didn't have to furlough a single employee. Everyone stayed working. New configuration settings were deployed via Tiedata's desktop management tools. Support calls were dealt with promptly and Right Legal Group managed to adapt so quickly to the work from home environment that their business hardly skipped a beat.

We were up and running really quickly. Meanwhile, after talking with some of my peers at other firms, they were reporting that a similar process had taken longer and impacted their business."

Philip Jones, Director of Information Security Right Legal Group

This has now positioned Right Legal Group to continue to focus on their long-term goals. COVID stopped many businesses from achieving them. And in some cases, ruined them. But thanks to Tiedata's service, Right Legal Group are going from strength to strength.

"We expect to at least double in size over the next five years and we see Tiedata as integral to that."

Philip Jones, Director of Information Security Right Legal Group