

Company Profile

Unique Technology Needs Met by CRU Solutions



*Edwin A. Sisson,
Attorney at Law, LLC*

Employees: 4

Founded: 2004

*Intellectual Property Rights
Attorneys*

*Headquarters in
Sharon Center, Ohio*

www.sissoniplaw.com

Challenge

Running a virtual law office with secure data access from anywhere in the world with reliable, knowledgeable tech support.

Solution

CRU Solutions performed a Technology Health Analysis and recommended a plan incorporating existing hardware with a solution focused on security, remote connectivity and data redundancy.

Results

Increased efficiency of attorneys through easier system access and reliable tech support, and improved security of client data.

A virtual law office with clients and staff around the world has unique technology needs. Data must remain secure and yet easily accessible 24/7. Communication with clients and colleagues is critical, so e-mail must be more reliable and more secure than third party hosted e-mails. Complete back-ups are a must. These were a few of the concerns Ed Sisson had when he first met with Jim Kerr of CRU Solutions.

“We talked to several potential vendors. Many of them dismissed our problems as easy to solve without much explanation,” says Ed. “We needed someone to explain the solutions to us in a manner that we understood.”

The CRU Technology Health Analysis revealed a few weaknesses in the firm’s system and made recommendations for improvements.

CRU recommended keeping the relatively new hardware and created a solution focused on security, remote connectivity, and data redundancy. Also, tech support was important because Ed was serving as the “help desk” in addition to running the organization.

“At first, I was skeptical about our needs for the firewall and back-up hardware,” Ed explains. But with improved security and peace of mind, “the price seems worth it now.”

As a Managed Services client, the firm pays one monthly fee that includes complete network monitoring, help desk, vendor management and consultative services.

“CRU Solutions took a holistic approach to what our firm needed as a business. They recognized and plugged the existing gaps in our system.”

*-- Edwin A. Sisson, Esq.
Attorney at Law*

As Ed describes it, “The one monthly fee is a disincentive to us to try to fix things ourselves just to save money. If there’s a problem, we call CRU and they handle it. They have worked with other vendors to install purchased software and hardware. I have even called CRU for tech support while I was in Germany.”

“We are comfortable with the complete solution CRU recommended, installed, and now supports,” says Ed. “Our firm runs more efficiently now.”